User Guide for Cisco IP Communicator

Release 2.1

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Getting Started with Cisco IP Communicator

This chapter gives you the basic information you need to start using your new Cisco IP Communicator.

- What is Cisco IP Communicator?, page 1
- Cisco Product Security Overview, page 2
- System Requirements, page 2
- Getting Started Checklist, page 2
- Installing Audio Devices Before First Launch, page 3
- Installing Cisco IP Communicator on Your Computer, page 4
- Using the Audio Tuning Wizard, page 6
- Configuring and Registering Cisco IP Communicator, page 7
- Testing Cisco IP Communicator, page 9

What is Cisco IP Communicator?

Cisco IP Communicator is a desktop application that turns your computer into a full-featured Cisco Unified IP Phone, allowing you to place, receive, and otherwise handle calls. If you install Cisco IP Communicator on a laptop or portable computer, you can use Cisco IP Communicator (and all of your phone services and settings) from any location where you can connect to the corporate network. For example, if you are on a business trip, you can use Cisco IP Communicator to receive calls and check voice messages while online. Or, if you are working from home, co-workers can reach you by dialing your work number.

Cisco IP Communicator works with Cisco Unified Video Advantage, another desktop application, to enhance your communication experience with video. For example, you can place a call through Cisco IP Communicator and the available video is automatically displayed through Cisco Unified Video Advantage.

Related Topics

- Getting Started Checklist, page 2
- Cisco IP Communicator Features, page 10

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending e-mail to export@cisco.com.

System Requirements

Your system administrator should ensure that your equipment meets the system requirements for using this product.

Getting Started Checklist

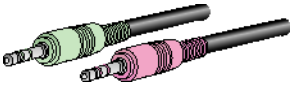
Follow the checklist to set up Cisco IP Communicator on your desktop so that you can start making calls.

Quick Start Task	For more information, see...
1. Install any sound cards or USB audio devices that you want to use, including a USB headset or handset.	Installing Audio Devices Before First Launch, page 3
2. Install the Cisco IP Communicator application.	Installing Cisco IP Communicator on Your Computer, page 4
3. Launch Cisco IP Communicator.	Launching Cisco IP Communicator, page 5
4. Use the Audio Tuning Wizard to select audio modes and tune audio devices.	• Using the Audio Tuning Wizard, page 6 • How to Assign Audio Modes, page 56
5. Accomplish network configuration or registration steps required by your system administrator.	Configuring and Registering Cisco IP Communicator, page 7
6. Place test calls.	Testing Cisco IP Communicator, page 9

Installing Audio Devices Before First Launch

Before installing and launching Cisco IP Communicator for the first time, you should install and configure any audio device (such as sound cards, universal serial bus (USB) handsets, or USB headset) that require drivers.

You can use several audio devices with Cisco IP Communicator as shown in the table. If you want a list of specific brand-name audio devices that you can use with Cisco IP Communicator, ask your system administrator.

Audio Device	Description	Notes
USB devices: • a USB handset • a USB headset	USB devices require device driver software and have rectangular plugs. 	Follow the instructions of the device manufacturer to install USB devices. If prompted, complete the Microsoft Windows Found New Hardware Wizard.
External analog devices: • an analog headset • external speakers or microphones	Analog audio devices do not require software. They work as extensions of your computer sound card. 	Plug analog devices into audio jacks on your computer. Cisco IP Communicator recognizes analog devices as extensions of your sound card; choose your sound card when you want to modify or view settings for analog devices.
Internal audio devices: • built-in microphone • built-in speakers	These audio devices are internal to your computer and work with your computer sound card.	Internal audio devices are always available for you to select and use.

Note If you install or insert an audio device that requires a driver (a USB handset, USB headset, or sound card) *after* launching Cisco IP Communicator, the application does not recognize the device until you relaunch Cisco IP Communicator. Then the Audio Tuning Wizard automatically launches so that you can tune the device.

Related Topics

- Installing Cisco IP Communicator on Your Computer, page 4
- Using a Headset, page 61
- Removing and Re-Installing Audio Devices, page 65

Installing Cisco IP Communicator on Your Computer

Your system administrator will provide you with an executable (.exe) file or an installation link. Follow the procedure to install the Cisco IP Communicator software on your computer.

Before You Begin

- If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation. The docking station can interfere with the ability of Cisco IP Communicator to locate the computer network adapter.
- If Cisco Unified Personal Communicator is running, exit it before launching Cisco IP Communicator.
- If you are installing Cisco IP Communicator on a computer running Microsoft Vista, the security message *Microsoft cannot verify the publisher of this driver software* might appear. Click **Install This Driver Software Anyway** to continue the installation.

Procedure

Step 1 Double-click the executable (.exe) to open it, or click the installation link provided by your system administrator.

Step 2 When prompted, click **Next** to initiate the InstallShield wizard.

Step 3 Read the license agreement carefully, and click **I Accept** and **Next**.

Step 4 When prompted, select the default destination folder for the application or browse to select a different one.

Step 5 In the Ready to Install window, click **Install**.

Installation might take a few minutes.

Step 6 If you want to launch Cisco IP Communicator now, click **Launch the Program** and click **Finish**. (In some cases, you are prompted to reboot at this point, and you do not see the Launch the Program check box.)

Related Topics

- Launching Cisco IP Communicator, page 5

Launching Cisco IP Communicator

Note If you use a laptop computer, be sure that you are not connected to a docking station when launching Cisco IP Communicator for the first time after installation.

If Cisco Unified Personal Communicator is running, exit it before launching Cisco IP Communicator.

If you clicked the Launch the Program check box as a final installation step, Cisco IP Communicator automatically launches.

To launch manually, choose **Start > Programs > Cisco IP Communicator**, or double-click the Cisco IP Communicator desktop shortcut.

When you launch Cisco IP Communicator for the first time:

- The security message *Microsoft cannot verify the publisher of this driver software* might appear if you are launching Cisco IP Communicator on a computer running Microsoft Vista. Click **Install This Driver Software Anyway** to continue.
- The Audio Tuning Wizard opens.

  On subsequent launches, you might be prompted to use it to revert to previous volume settings.
- LocaleDownloader prompts might appear.

  In general, you should accept these prompts as soon as possible to maintain the latest version of the product on your computer. However, if you are using Cisco IP Communicator over a remote connection, you might choose to postpone running LocaleDownloader until you are connected locally. (For example, if you are working from home, you might wait until you return to the office.) LocaleDownloader might take longer to complete over a remote connection.

Related Topics

- Using the Audio Tuning Wizard, page 6

Using the Audio Tuning Wizard

The Audio Tuning Wizard guides you through the process of selecting and tuning installed audio devices.

- *Selecting* means assigning an audio device to one or more audio modes and/or to the ringer.
- *Tuning* involves testing and, if necessary, modifying the speaker and microphone volume for each selected device.

The Audio Tuning Wizard automatically appears the first time that you launch Cisco IP Communicator after installation. You can access it manually from the menu as needed on subsequent launches. The table provides more information about the Audio Tuning Wizard and other audio setting options.

If you...	Then....	Notes
Just installed Cisco IP Communicator and need to use the Audio Tuning Wizard for the first time	Tune each audio device when the Audio Tuning Wizard appears. The Audio Tuning Wizard gives you the opportunity to select audio devices for audio modes or to use the default Windows audio device. For information, see the "How to Assign Audio Modes" section on page 56 and the "Selecting an Audio Mode" section on page 56.	Tuning a device is a different task from changing the volume setting for a call. Ideally, you tune each device only once and retune only if you encounter voice quality issues.
See the Check Audio Settings window on a subsequent launch after installing	Choose one of these buttons: • **Revert**—to re-instate previous settings for this audio device • **Tune**—to retune this device • **Skip**—to maintain modified settings (for example, to keep the sound card muted)	The Check Audio Settings window appears on subsequent launches if you modified (or muted) the volume for a device since you last tuned it. For example, if you muted your computer sound card or changed the volume controls on a USB headset or USB handset.
Want to change the volume during a call	Click on Cisco IP Communicator. To save your settings, click **Save**.	This is the best way to change volume settings on a per-call basis. See the "Adjusting the Volume for a Call" section on page 50.

If you...	Then....	Notes
Want to retune an audio device to address voice quality issues	Access the Audio Tuning Wizard (**right-click > Audio Tuning Wizard**).	See the "Voice Quality Issues" section on page 81.
Want to change your audio mode selections without retuning audio devices	**Right-click > Preferences> Audio** tab.	See the "How to Assign Audio Modes" section on page 56.

Note Before you use the Audio Tuning Wizard to tune an audio device that has its own volume adjuster, such as a headset with inline volume controls, increase the device volume level to the highest setting.

Related Topics

- Configuring and Registering Cisco IP Communicator, page 7

Configuring and Registering Cisco IP Communicator

After installing the Cisco IP Communicator application, completing the Audio Tuning Wizard, and viewing the Cisco IP Communicator interface on your desktop, you might need to complete one or more configuration and registration tasks before you can start making calls.

Note The following tasks vary by company and phone system; your system administrator will give you specific instructions. Do not perform these tasks unless instructed to do so.

Task	Notes
Choose a device name	Cisco IP Communicator relies on either the network adapter or the device name to identify itself to the network. In either case, your system administrator will tell you which adapter to choose or which device name to enter: • Select the network adapter specified by your system administrator in Cisco IP Communicator (**right-click > Preferences > Network** tab). In general, the selected adapter is the one that provides permanent connectivity or the one that is always enabled—even if it is not plugged in. Wireless cards should be avoided. The correct network adapter must be selected for Cisco IP Communicator to function properly. **Note** This setting is used for network identification, not audio transmission. You do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter. • Enter the device name provided by your system administrator in Cisco IP Communicator (**right-click > Preferences > Network** tab **> Use this Device Name**).
Locate a device name	If your system administrator requests the device name of your network adapter, you can view it in Cisco IP Communicator (**right-click > Preferences > Network** tab **> Device Name** section).
Specify TFTP server addresses	Under the guidance of your system administrator, enter TFTP server addresses in Cisco IP Communicator (**right-click > Preferences > Network** tab **> Use these TFTP servers**).
Register with TAPS	After you install and launch Cisco IP Communicator and under the guidance of your system administrator, auto-register Cisco IP Communicator by using the Tool for Auto-Registered Phones Support (TAPS). Your system administrator will provide you with the number to dial in Cisco IP Communicator to register with TAPS. You might need to enter your entire extension, including the area code. Follow the voice prompts. After Cisco IP Communicator displays a confirmation message, you can end the call. Cisco IP Communicator will restart.

Related Topics

- Testing Cisco IP Communicator, page 9

Testing Cisco IP Communicator

Before you can test Cisco IP Communicator, make sure that you can see your extension number and can hear a dial tone after going off-hook.

Note If you cannot see your extension number or hear a dial tone, see "General Troubleshooting Issues" section on page 78.

Place a few test phone calls, and ask other parties how your voice sounds. The table lists actions that you might need to take while placing test calls.

If you need to...	Do this...
Adjust the volume	Adjust the audio mode volume in Cisco IP Communicator. Click or press the **Page Up/Page Down** keys on your keyboard. See the"Adjusting the Volume for a Call" section on page 50 and the "Voice Quality Issues" section on page 81.
Use a remote connection	If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), enable Optimize for Low Bandwidth (**right-click > Preferences > Audio** tab). After optimizing for low bandwidth, call someone and ask how your voice sounds. See the "Audio Settings" section on page 55.

Related Topics

- Cisco IP Communicator Features, page 10

Learning About the Cisco IP Communicator Interface and Its Features

- Cisco IP Communicator Features, page 10
- About the Cisco IP Communicator Interface, page 11
- How to Navigate the Interface, page 17
- Accessing Online Help, page 25
- Feature Functionality and Availability, page 25

Cisco IP Communicator Features

Cisco IP Communicator functions much like a traditional telephone, allowing you to place and receive phone calls, put calls on hold, speed-dial numbers, transfer calls, and so on. Cisco IP Communicator also supports special telephony features (such as Call Park and Meet-Me conferencing) that can extend and customize your call-handling capabilities.

In addition to call-handling features, Cisco IP Communicator supports:

- An Audio Tuning Wizard
- Quick Search directory dialing
- Easy access to your User Options web pages and phone services
- A comprehensive online help system
- Changing the look of Cisco IP Communicator
- Drag-and drop dialing
- Cut-and-paste dialing
- Pop-up incoming call notification
- Alphanumeric dialing
- Keyboard shortcuts
- Video interoperability with Cisco Unified Video Advantage Release 2.0

Note If Cisco IP Communicator is using the SIP call-control protocol, it does not support video with Cisco Unified Video Advantage. Your system administrator should tell you if your deployment supports video.

Related Topics

- About the Cisco IP Communicator Interface, page 11

About the Cisco IP Communicator Interface

Use your mouse to click buttons and menu items; use your computer keyboard to enter letters, numbers, and keyboard shortcuts.

Cisco IP Communicator comes with two desktop appearances called *skins*:

- Figure 1 page 12 shows Cisco IP Communicator with compact mode selected.
- Figure 2 page 13 shows Cisco IP Communicator with the default mode selected.

Related Topics

- Buttons and Other Components, page 11
- Phone Screen Features, page 16

Buttons and Other Components

Table 1 identifies buttons and other components shared by both skins.

Figure 1 Cisco IP Communicator with the Compact Mode Selected

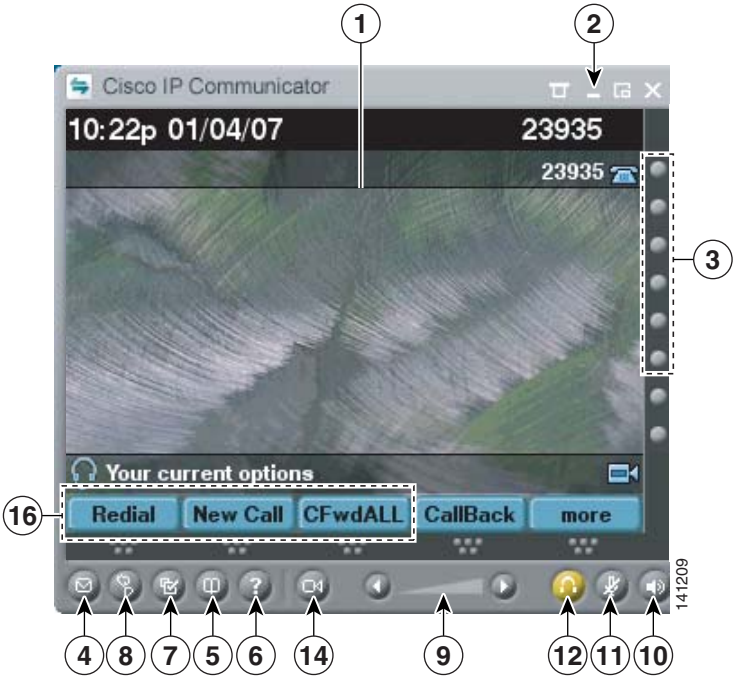


Figure 2 Cisco IP Communicator with the Default Mode Selected

Table 1 Buttons and Other Components

1	Phone screen	Allows you to view call status and feature menus, and activate items. See the "Phone Screen Features" section on page 16.
2	Window control buttons	Allows you to view the menu, hide Cisco IP Communicator, toggle between skins, or quit the application. See the "Feature Functionality and Availability" section on page 25.

Table 1 Buttons and Other Components (continued)

3	Line buttons and speed-dial buttons	Each button opens or closes a line or speed dials a number. (Ctrl + numbers 1 - 8 are keyboard shortcuts). Line buttons indicate line status as follows: •Green, steady—Active call on this line (off-hook) •Green, blinking—Call on hold on this line •Orange, blinking—Incoming call ringing on this line •Red—Shared line, currently in use •No color—No call activity on this line (on hook) You can convert extra line buttons into speed-dial buttons. See the "Setting Up Speed-Dial Buttons" section on page 75.
4	Messages button	Typically auto-dials your voice message service (varies by service). (Ctrl + M is the keyboard shortcut.) See the "Accessing Voice Messages" section on page 67.
5	Directories button	Opens or closes the Directories menu. Use it to view and dial from call logs and a corporate directory. (Ctrl + D is the keyboard shortcut.) Alternately, you can use the Quick Search feature (Alt + K) to search directories. See "Using Call Logs and Directories" section on page 68.
6	Help button	Activates the Help menu. (Ctrl + I is the keyboard shortcut.) See the "Accessing Online Help" section on page 25.
7	Settings button	Opens or closes the Settings menu. Use it to control phone screen appearance and ring sounds. (Ctrl + S is the keyboard shortcut.) See the "Customizing Rings and Message Indicators" section on page 51.
8	Services Button	Opens or closes the Services menu. (Ctrl + R is the keyboard shortcut.) See the "Logging In to the User Options Web Pages" section on page 71.
9	Volume button	Controls audio mode volume and other settings. (Page up/Page down are keyboard shortcuts). See the "Adjusting the Volume for a Call" section on page 50.[1]
10	Speaker button	Toggles speakerphone mode on or off. (Ctrl + P is the keyboard shortcut.) See the "Using Headsets and Other Audio Devices with Cisco IP Communicator" section on page 61.
11	Mute button	Toggles the Mute feature on or off. (Ctrl + T is the keyboard shortcut.) See the "Using Mute" section on page 34.
12	Headset button	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut.) See the "Using Headsets and Other Audio Devices with Cisco IP Communicator" section on page 61.

Table 1 Buttons and Other Components (continued)

13	Navigation button	Allows you to scroll through menus and highlight items. Use with softkeys to activate highlighted items. Also, while the Cisco IP Communicator is on-hook, click the Navigation button to access phone numbers from your Placed Calls log.
14	Launch Video button	Launches Cisco Unified Video Advantage. You must be running Cisco Unified Video Advantage Release 2.0 and Cisco IP Communicator Release 2.0 (or later) on the same PC to use this feature.[2]
15	Dial Pad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin.) Alternately, use your computer keyboard.
16	Softkey buttons	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 - F6 are the keyboard shortcuts.) See the "Handling Calls with Cisco IP Communicator" section on page 26.
17	Voice message and ring indicator	Indicates an incoming call and new voice message. See the "Using Voice Messaging, Call Logs, and Directories on Cisco IP Communicator" section on page 67.

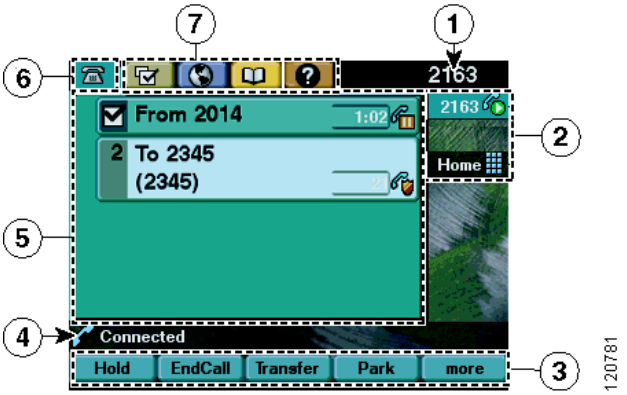
1. In all releases prior to release 2.0, the keyboard shortcut is Ctrl + V
2. If Cisco IP Communicator is using the SIP call-control protocol, it does not support video with Cisco Unified Video Advantage. Your system administrator should tell you if your deployment supports video.

Tips

- You can click the menu icon at the top of either skin, right-click Cisco IP Communicator, or press Shift + F10 on the keyboard to view and configure settings, choose skins, and enable screen-only mode. See the "Using the Menu" section on page 18.
- The default mode (Figure 2) and the compact mode (Figure 1) use the same set of button icons. However, button shapes and locations might differ by skin.
- For a complete list of navigation shortcuts, see the "Using Keyboard Shortcuts" section on page 17.
- See the "Phone Screen Features" section on page 16 for information about how calls and lines are displayed on the Cisco IP Communicator phone screen.

Phone Screen Features

This is what your Cisco IP Communicator phone screen might look like with active calls and several feature menus open.



1	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2	Icons for programmable buttons	Icons indicate how programmable buttons are set up on your phone: Phone line icon—Corresponds to a phone line. Line icons can vary. Speed-dial icon —If available, corresponds to a speed-dial button. Phone service icon—If available, corresponds to a web-based phone service, such as the Personal Address Book. Feature icon—If available, corresponds to a feature, such as Privacy. For information about other icons, see the "Call and Line States and Icons" section on page 23.
3	Softkey labels	Each displays a softkey function.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays calls and call information for the highlighted line (standard view).
6	Phone tab	Indicates call activity. Click this tab to return to the call activity area, if needed.
7	Feature tabs	Each indicates an open feature menu.

Related Topics

- About the Cisco IP Communicator Interface, page 11
- How to Navigate the Interface, page 17

How to Navigate the Interface

- Using Keyboard Shortcuts, page 17
- Using the Menu, page 18
- Using the Window Control Buttons, page 20
- Using the Incoming Call Notification, page 21
- Choosing Phone Screen Items, page 21
- Using Feature Menus, page 22
- Entering and Editing Text, page 22
- Going On-Hook and Off-Hook, page 23
- Call and Line States and Icons, page 23

Using Keyboard Shortcuts

Cisco IP Communicator provides functionality allows you to access buttons on the window without using a mouse. These navigation shortcuts are especially useful if you are visually impaired or blind and cannot navigate the interface.

Use Table 2 as a guide for navigating the interface by using keyboard shortcuts.

Table 2 Navigation Shortcuts for Cisco IP Communicator

Keystroke	Action
Ctrl + D	Opens or closes the Directories menu
Ctrl + S	Opens or closes the Settings menu
Ctrl + R	Opens or closes the Services menu Prior to Release 2.0, the keyboard shortcut is Ctrl + V
Ctrl + M	Opens the voice message system
Ctrl + I	Opens or closes the online help system
Ctrl + H	Toggles headset mode on or off
Ctrl + P	Toggles speakerphone mode on or off
Ctrl + T	Toggles the Mute feature on or off

Table 2 Navigation Shortcuts for Cisco IP Communicator (continued)

Keystroke	Action
Ctrl + (number keys 1 through 8)	Opens or closes line buttons or speed dial buttons 1 - 8
Ctrl + V	Pastes a name or phone number
Ctrl + Shift + A	Answers a call
Alt + S	Opens the Preferences dialog box
Alt + K	Opens the Quick Search directory feature
Alt + X	Exits Cisco IP Communicator
Alt + F4	Closes Cisco IP Communicator
Enter	Dials a call
Esc	Hangs up a call
Page up	Increases volume for the current audio mode
Page down	Decreases volume for the current audio mode
F2 - F6	Activates softkeys 1 - 5
/ (with NumLk function enabled)	Activates the # key
Shift + F10	Opens the menu

Using the Menu

You can access these menu items by clicking the menu icon at the top right corner of the interface, by right-clicking anywhere on the interface, or by pressing Shift + F10 on the keyboard.

Item	Description
Skins	Allows you to change the look of the interface. Cisco IP Communicator comes with two skins: the default skin (**right-click > Skins > Default Mode**) and the compact skin (**right-click > Skins > Compact Mode**). Figure 2 and Figure 1 show illustrations of the skins.
Screen Only	Toggles the screen-only view on and off. Keyboard shortcuts are particularly useful if you are using Cisco IP Communicator in screen-only view. See the "Using Keyboard Shortcuts" section on page 17.
Always On Top	Toggles this feature on and off. When enabled, this feature keeps Cisco IP Communicator visible on your desktop even if other applications are active. (You can still minimize the interface.) See the "Feature Functionality and Availability" section on page 25.

Item	Description
Audio Tuning Wizard	Launches the Audio Tuning Wizard, a tool that helps you select and tune audio devices. See the "Using the Audio Tuning Wizard" section on page 6 and the "Troubleshooting Cisco IP Communicator" section on page 78.
Paste	Allows you to copy the number from any Windows program, paste it into the dialing box, and click **Dial** or **Enter** to place the call. (The keyboard shortcut for this feature is Ctrl + V.) Cisco IP Communicator runs the number through any appropriate dialing rules and automatically dials it.
Quick Search	Opens the Quick Search dialog box. (The keyboard shortcut for this dialog box is Alt + K.) Quick Search allows you to search one or more directories with a single search command. See the "Using the Quick Search Feature" section on page 69.
Cisco User Options	Opens the User Options web page where you can configure features, settings, and IP phone services—including speed-dial buttons. See the "Setting Up Speed-Dial Buttons" section on page 75 and "Logging In to the User Options Web Pages" section on page 71.
Preferences	Opens the Preferences dialog box, which includes User, Network, Audio, and Directories tabs. See the "About Viewing and Customizing Preferences" section on page 53. (The keyboard shortcut for accessing Preferences is Alt + S.)
Help	Launches the Cisco IP Communicator online help and provides access to the PDF of the *User Guide for Cisco IP Communicator*.
About Cisco IP Communicator	Displays Cisco IP Communicator software version information.
Exit	Allows you to quit Cisco IP Communicator.

Using the Window Control Buttons

If you want to...	Then...
Access the menu	Do one of the following: • Click the menu button in the top right corner of the interface • Right-click anywhere on the interface • Press Shift + F10 on the keyboard
Minimize the interface	Do one of the following: • Click the minimize button in the top right corner of the interface • Click the Cisco IP Communicator taskbar button one or more times
Toggle between modes	Do one of the following: • Click the mode button in the top right corner of the interface • Choose **Skins** from the menu
Hide the interface	Right-click the system tray icon, and choose **Hide Cisco IP Communicator**. This removes the Cisco IP Communicator icon from your taskbar but does not close the application.
Retrieve the interface	Do one of the following: • Double-click the system tray icon • Click the button icon in the taskbar
Quit	Do one of the following: • Click the close icon in the top right corner of the interface • Choose **Exit** from the menu • Right-click the system tray icon, and choose **Exit**

Tips

- If you receive a new call when Cisco IP Communicator is hidden or minimized, the Incoming Call Notification window appears, if enabled. If you enabled Bring To Front On Active Call (**right-click > Preferences > User** tab), Cisco IP Communicator is automatically displayed in the foreground of your desktop.
- If you want Cisco IP Communicator to remain visible on your desktop even if you have other applications active, choose **Always On Top** from the menu. (You can still choose to minimize the interface with Always On Top selected.)

Using the Incoming Call Notification

If you want to...	Then...
Answer a call	Click anywhere on the pop-up box (except on the mute icon).
Mute the ringer	Click the mute icon on the pop-up box. Mute applies to the current ringing call.
Hide the Incoming Call Notification	Choose **Preferences > User** tab **> Hide Incoming Call Notification.**

Choosing Phone Screen Items

To choose a phone screen item by...	Do this...
Clicking	Use your mouse to click an item on the phone screen. Clicking a phone number on some phone screens, such as the PreDial screen, can cause Cisco IP Communicator to dial the number. Clicking an item or entering a number can cause an action to occur. If the item leads to a menu, that menu is opened.
Item number	Click the corresponding number on your dial pad. For example, click **4** to choose the fourth item in a menu.
Scrolling	Click the Navigation button, or use the arrow keys on your keyboard to scroll through a list and to highlight an item. Click a relevant softkey such as **Select** or **Dial** to finish the action.

Using Feature Menus

If you want to...	Then...
Open or close a feature menu	Click a feature button: Messages Services Help Directories Settings
Scroll through a list or menu	Click the Navigation button.
Go back one level in a feature menu	Click **Exit**. (Note that if you click Exit from the top level of a menu, the menu closes.)
Switch among open feature menus	Click a feature tab on your phone screen. (Each feature menu has a corresponding tab on the top of the phone screen. The tab is visible when the feature menu is open.)

Entering and Editing Text

If you want to...	Then...
Enter a letter on your phone screen	Click to highlight a call feature, and use your keyboard to enter letters or numbers.
Delete within an entry or move your cursor	Use the **Backspace** key on your keyboard, or click **<<** or **Delete** on the phone screen to remove a letter or digit. To move the cursor to the right, click **>>** on the phone screen. You might be able to use the **Navigation** button or the **Left** and **Right** arrow keys on your keyboard.

Going On-Hook and Off-Hook

Some Cisco IP Communicator tasks and instructions differ depending on whether the Cisco IP Communicator is *on-hook* or *off-hook*.

- On-Hook—No calls are active, and you do not have an active dial tone. Your Cisco IP Communicator provides on-hook dialing (*pre-dial*), which enables you to enter or choose phone numbers before activating the call. When your Cisco IP Communicator is on-hook, this icon appears next to each phone number:
- Off-Hook—The speakerphone is active, or any of several other methods are used to get a dial tone or to answer an incoming call. When your phone is off-hook, one of these icons appears, depending on the call or line state:

Related Topics

- Call and Line States and Icons, page 23

Call and Line States and Icons

To avoid confusion about lines and calls, see these descriptions:

- Lines—Each corresponds to a phone number (or extension) that others can use to call you. Your Cisco IP Communicator can support up to eight lines, depending on configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have phone numbers and phone line icons: .
- Calls—Each line can support multiple calls. By default, your Cisco IP Communicator supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Table 3 describes the icons that help you determine the call and line state.

Table 3 Call and Line State Icons

Icon	Call or line state	Description
	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in-progress until you go off-hook.
	Off-hook line	You are actively dialing a number, or an outgoing call is ringing. See the "Placing a Call" section on page 27.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines. See the "Answering a Call" section on page 31.

Icon	Call or line state	Description
	Call on hold	You have put this call on hold. See the "Using Hold and Resume" section on page 34.
	Remote-in-use	Another phone that shares your line has a connected call. See the "How to Use Shared Lines" section on page 48.
	Authenticated call	The connected call is secured. See the "Making and Receiving Secure Calls" section on page 44.

Table 4 describe the icons that indicate how a line button is configured.

Table 4 Line Button Icons

Icon	Call or line state	Description
	Idle line (BLF)	See the "Using Busy Lamp Field to Determine a Line State" section on page 47.
	Busy line (BLF)	See the "Using Busy Lamp Field to Determine a Line State" section on page 47.
	Speed Dial or BLF unavailable	See the "Setting Up Speed-Dial Buttons" section on page 75 or the "Using Busy Lamp Field to Determine a Line State" section on page 47.
	Privacy (on)	See the "Preventing Others from Viewing or Barging a Shared-Line Call" section on page 49.
	Privacy (off)	See the "Preventing Others from Viewing or Barging a Shared-Line Call" section on page 49.

Accessing Online Help

Your Cisco IP Communicator provides a comprehensive online help system. Help topics appear on the phone screen.

If you want to...	Then...
View the main menu	Click ? on Cisco IP Communicator and wait a few seconds for the menu to display. If you are already in Help, click **Main**. Main menu topics include: • About Your Cisco IP Communicator—Descriptive details about your Cisco IP Communicator • How do I?—Procedures and information about common Cisco IP Communicator tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Learn about a button or softkey	Click ?, then quickly click a button or softkey.
Learn about a menu item	Click ?, then quickly click the menu item on the phone screen. Or, click ? twice quickly with the menu item highlighted.
Get help using Help	Click ?. After a second or two, click ? again or choose Help from the Main Menu.
Access the User Guide	Choose **menu > Help** or **right-click > Help**.

Feature Functionality and Availability

The operation of your Cisco IP Communicator and the features available to you might vary, depending on the call processing agent used by your company and on how the phone support team for your company has configured your phone system. Therefore, some of the features included in this user guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature operation or availability.

Handling Calls with Cisco IP Communicator

- How to Handle Most Calls, page 26
- How to Handle Advanced Call Features, page 43
- Using Busy Lamp Field to Determine a Line State, page 47

How to Handle Most Calls

This section describes basic call-handling tasks such as placing, answering, and transferring calls. The features required to perform these tasks are standard and available on most phone systems.

- Placing a Call, page 27
- Placing a Video Call, page 31
- Answering a Call, page 31
- Ending a Call, page 33
- Using Hold and Resume, page 34
- Using Mute, page 34
- Transferring a Connected Call, page 35
- Selecting Calls, page 36
- Switching Between Calls, page 36
- Forwarding Your Calls to Another Number, page 37
- Using Do Not Disturb, page 39
- How to Make Conference Calls, page 40

Tip For more information about placing, receiving, and ending calls while using a headset, speakerphone, or handset, see these sections:

Using a Headset, page 61
Using Your Computer as a Speakerphone, page 63
Using a USB Handset, page 64

Placing a Call

To place a call, use the options listed in the table to go off-hook before or after dialing a number.

If you want to...	Then...
Pre-dial (dial on-hook, without first getting a dial tone)	• Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your Placed Calls log.) *or* • Click the **Navigation** button to display phone numbers from your Placed Calls log. Next, click the phone number appearance on your phone screen to dial. Or do one of the these actions to go off-hook and dial the highlighted phone number: • Click or • Click **Dial** or the **Enter** key on your keyboard • Click (a line button) • Click the **Enter** key on your keyboard *or* • Drag a number from any Windows program that supports drag and drop, drop it anywhere on the Cisco IP Communicator interface, and click Dial or the **Enter** key on your keyboard. • Drag a vCard and drop it anywhere on the Cisco IP Communicator interface. If the vCard contains more than one number, select the one you want from the pop-up window, and click **Dial** or the **Enter** key on your keyboard. *or* • Copy a number from any source, and click **Menu > Paste**. (You can also paste a phone number by using the **Ctrl + V** keyboard shortcut.) The number is automatically entered. Click **Dial** or the **Enter** key on your keyboard.
Dial off-hook (after invoking a dial tone)	Click **NewCall**, , , or (a line button), and enter a number.
Redial the most recently dialed number	Click **Redial**. By default, Redial uses your primary line. However, you can open a secondary line and then click **Redial**. To open a line, click .

If you want to...	Then...
Speed dial a number	• Click (a speed-dial button) before or after going off-hook. *or* • Enter a speed dial index number (1-99 on the keypad) while on-hook, and click **AbbrDial**.
Place a call when another call is active (using another line)	Click for the new line. The call on the first line is automatically placed on hold.
Place a call when another call is active (using the same line)	Click **Hold**, and click **New Call**. You can now dial, redial, or speed dial a number. Or you can continue talking on the active call while preparing to dial from a call log or directory. To return to the held call, click **Resume**. (See the next two rows in this table for details.)
Dial from a call log	Choose **> Missed Calls**, **Received Calls**, or **Placed Calls**. To dial, click the listing or scroll to it and go off-hook. If you want to dial from a call log while on another active call, scroll to a call record, and click **Dial** or the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second. (Then click **Transfer** again to complete the action.) • **Conference**—Creates a conference call with all parties. (Then click **Confrn** to complete the action.) • **End Call**—Disconnects the first call and dials the second.
Dial from a corporate directory on the phone	Choose **> Corporate Directory** (exact name can vary). Use your keyboard to enter letters, and click **Search**. To dial, click the listing or scroll to it and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing, and click **Dial** or the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second. (Then click **Transfer** again to complete the action.) • **Conference**—Creates a conference call with all parties. (Then click **Confrn** to complete the action.) • **End Call**—Disconnects the first call and dials the second.

If you want to...	Then...
Dial from a corporate directory web page	Use the Cisco WebDialer feature. Open a web browser, and go to your company directory. Click a phone number in the directory. Click **Dial** or the **Enter** key on your keyboard to place the call. Click **Hangup** to end the call. See the *Customizing Your Cisco Unified IP Phone on the Web* guide for more details: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html
Dial using headset mode	• If is unlit, click it before or after dialing, re-dialing, or speed-dialing a number. *or* • If is lit, click **New Call**, **Redial**, a speed-dial button, or (a line button). If necessary, enter a phone number, and click **Dial** or the **Enter** key on your keyboard. See the "Using a Headset" section on page 61.
Dial using speakerphone mode	First make sure that an analog headset is not plugged in to the audio jacks on your computer. Click **New Call** or , and enter a phone number. Or, use another method to place the call, and click to switch over to speakerphone mode. Many of the actions you take to dial a number automatically trigger speakerphone mode. See the "Using Your Computer as a Speakerphone" section on page 63.
Dial using handset mode	Lift or otherwise enable the handset before or after dialing, re-dialing, or speed-dialing a number. See the "Using a USB Handset" section on page 64.
Dial on a secondary line	Click for the line that you want to use.
Dial from a Personal Address Book (PAB) entry	Available only if enabled on Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager). Ask your system administrator. • (If Cisco IP Communicator is integrated with Cisco Unified Communications Manager Release 4.x) Choose **> PAB Service** (exact name might vary). • (If Cisco IP Communicator is integrated with Cisco Unified Communications Manager Release 5.x and later) Choose > **Personal Directory.** (Depending on configuration, you might be able to use Quick Search. See the "Using the Quick Search Feature" section on page 69.) Before you can use the PAB service, you must subscribe to it. See the "Logging In to the User Options Web Pages" section on page 71.

If you want to...	Then...
Dial using a Fast Dial code	Available only if enabled on Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager). Ask your system administrator. • (If Cisco IP Communicator is integrated with Cisco Unified Communications Manager Release 4.x) Choose > **Fast Dials** (exact name might vary). To dial from a listing, click it, or scroll to it, and go off-hook. • (If Cisco IP Communicator is integrated with Cisco Unified Communications Manager Release 5.x and later) Choose > **Personal Directory**. For help subscribing to the Fast Dial service, see the "Logging In to the User Options Web Pages" section on page 71.
Place a call using a billing or tracking code	Dial a number, and enter a client matter code (CMC) or a forced authorization code (FAC) when prompted by a distinctive tone. Your system administrator will tell you if you need to enter CMC or FAC codes and will provide you with detailed instructions.
Place a priority (precedence) call	Enter the Multilevel Precedence and Preemption (MLPP) access number (provided by your system administrator) followed by the phone number.
Place a call using your Cisco Extension Mobility profile	Make sure that you are logged in to Extension Mobility (EM). **Choose** > **EM Service** (exact name might vary), and use your keypad to enter login information. If you are sharing a phone, you might need to log in to EM before you can access certain features or complete a call. EM is a special, non-default feature that your system administrator can assign to phones and phone users. See the *Customizing Your Cisco IP Phone on the Web:* http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Tips

- To add a prefix to a number in one of your call logs, scroll to the number and click **EditDial**.
- If you are dialing without a dial tone, you cannot use * or # as the leading digit. If you need to use these digits, go off-hook to invoke a dial tone and then dial.

Related Topics

- Answering a Call, page 31
- Ending a Call, page 33

Placing a Video Call

When you use Cisco IP Communicator with Cisco Unified Video Advantage, you can make video calls to other users.

Note Cisco IP Communicator does not operate with Cisco Unified Video Advantage over SIP.

To make a video call, you must meet these criteria:

- You must have Cisco Unified Video Advantage installed on your system.
- Cisco IP Communicator must be enabled for video calls on the call-processing server. After you are enabled, your Cisco IP Communicator displays the icon in the lower right corner of the of the phone screen.
- You must launch Cisco Unified Video Advantage before initiating the video call.
- The person you call must also meet these same criteria and use a device that is a video endpoint.

To enable your phone for video calls, contact your system administrator for assistance and see the Cisco Unified Video Advantage User Guide:
http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html

Answering a Call

To answer a call, go off-hook.

If you want to...	Then...
Answer with headset mode	Click , if unlit. Or, if is already lit, click **Answer** or (a flashing line button). See the "Using a Headset" section on page 61.
Answer with speakerphone mode	Click , **Answer**, or . See the "Using Your Computer as a Speakerphone" section on page 63.
Answer with handset mode	Lift (or otherwise enable) the handset. See the "Using Your Computer as a Speakerphone" section on page 63.
Answer a call with the keyboard shortcut	Press **Ctrl + Shift + A** on your keyboard.

If you want to...	Then...
Answer with the Incoming Call Notification	Click the ringing telephone icon or the caller ID information. If you click the Mute icon on the Incoming Call Notification pop-up window for a new call that comes in while you are on an active call, the ringer mutes and the pop-up window disappears. You must return to the application interface to see call details for the muted call and to disable mute on all future incoming calls.
Switch from a connected call to answer a ringing call	See the "Switching Between Calls" section on page 36 and the "Using Hold and Resume" section on page 34.
Set up Cisco IP Communicator to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature for one or more of your lines. You can use AutoAnswer with either speakerphone mode or headset mode. See the "Using Headsets and Other Audio Devices with Cisco IP Communicator" section on page 61.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the "Storing and Retrieving Parked Calls" section on page 43.
Use your line to answer a call that is ringing on another phone	Use Call Pickup. See the "Redirecting a Ringing Call to Cisco IP Communicator" section on page 46.
Answer a priority call	Hang up the current call, and click **Answer**.
Send an incoming call directly to your voice messaging system	Click **iDivert**. The incoming call automatically transfers to your voice message greeting.

Related Topics

- Ending a Call, page 33
- Using Hold and Resume, page 34
- Transferring a Connected Call, page 35
- Switching Between Calls, page 36

Ending a Call

To end a call, hang up.

If you want to...	Then...
Hang up while using handset mode	Disable the handset, click **EndCall**, or press the **Esc** key on your keyboard. See the "Using a USB Handset" section on page 64.
Hang up while using headset mode	Click , if lit. If you want headset mode to remain active, keep the button lit by clicking **EndCall** or press the **Esc** key on your keyboard. See the "Using a Headset" section on page 61.
Hang up while using speakerphone mode	Click or **EndCall,** or press the **Esc** key on your keyboard. See the "Using Your Computer as a Speakerphone" section on page 63.
Hang up one call but preserve another call on the same line	Click **EndCall** or press the **Esc** key. If necessary, first click **Resume** to remove the call from hold.

Tip You need to keep headset mode activated if you want to use AutoAnswer with your headset. (First, your system administrator must configure AutoAnswer for you.) If you use a headset but do not use AutoAnswer, you might still prefer to keep headset mode activated. See the "Obtaining Audio Devices" section on page 66.

Related Topics

- Placing a Call, page 27
- Answering a Call, page 31
- Transferring a Connected Call, page 35

Using Hold and Resume

Only one call can be active at any given time. You must place on hold all other remaining connected calls. You cannot continue, end, transfer, or otherwise handle a call while it is on hold.

If you want to...	Then...
Put a call on hold	Make sure the call you want to put on hold is selected, and click **Hold**.
Remove a call from hold on the current line	Make sure that the appropriate call is highlighted, and click **Resume**.
Remove a call from hold on a different line	Click (a blinking line button). If there is a single call holding on this line, the call automatically resumes. If there are multiple calls holding, make sure that the appropriate call is highlighted, and click **Resume**. A held call is indicated by the call-on-hold icon:

Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- In situations where there are multiple calls on a single line, the *active* call always appears at the top of your screen; the held call appears below.

Using Mute

Mute disables the audio input for your audio devices, such as a headset, speakerphone, or microphone. With Mute enabled, you can hear other parties on a call, but they cannot hear you.

If you want to...	Then...
Toggle Mute on	Click .
Toggle Mute off	Click .

Note If you launch Cisco IP Communicator while your audio device or computer is muted, the Check Audio Settings window might prompt you to Revert, Tune, or Cancel your audio settings. If your audio settings have been working properly, choose **Revert**. If you want to view or change them, choose **Tune**. If you want to keep the device muted, choose **Cancel**.

Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, click **Transfer**, and enter the target number. When you hear the call ringing, click **Transfer** again.
Talk to the transfer recipient before transferring a call (consult transfer)	During a connected call, click **Transfer**, and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, click **Transfer** again. If the recipient refuses the call, click **Resume** to return to the original call.
Transfer two current calls to each other (direct transfer)	Highlight any call on the line, and click **Select**. Repeat this process for the second call. With one of the selected calls highlighted, click **DirTrfr**. (You might need to click **more** to see **DirTrfr**.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use **Join** to create a conference instead. See the"Using Busy Lamp Field to Determine a Line State" section on page 47.
Send a call to your voice messaging system	Click **iDivert**. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- When on-hook transfer is enabled, you can either hang up, or click **Transfer** and then hang up.
- If on-hook transfer is not enabled on your Cisco IP Communicator, be aware that hanging up instead of clicking **Transfer** cancels the transfer action and places the party to be transferred on hold.
- You cannot use **Transfer** to redirect a call on hold. Click **Resume** to remove the call from hold before transferring it.

Selecting Calls

Many Cisco IP Communicator features require that you select the calls you want to use with a particular feature. For example, if you have four held calls but only want to join two of them in a conference call, you can select the calls that you want to add to the conference before activating the feature.

If you want to...	Then...
Highlight a call	Use your mouse to click any call in a call list. Highlighted calls appear on a lighter and brighter background.
Select a call	Highlight a connected or held call, and click **Select**. Selected calls are indicated with a ☑ next to them.
Verify selected calls	Click the Navigation button to scroll through the list of calls. Selected calls are indicated with a ☑ and are grouped together in the call list.

Switching Between Calls

You can switch between connected calls on one or more lines. If the call you want to switch to is not automatically selected (highlighted), click the call appearance on your phone screen.

If you want to...	Then...
Switch between connected calls on one line	Select the call you are switching to and click **Resume**. The other call is automatically placed on hold.
Switch between connected calls on different lines	Click the appropriate ● (blinking line button) for the line (and call) you are switching to. If there is a single call holding on the line, the call automatically resumes. If there are multiple calls holding on the line, highlight the specific call (if necessary), and click **Resume**.
Switch from a connected call to answer a ringing call	Click **Answer** or ● (a flashing line button). Doing so answers the new call and automatically places the first call on hold.
Switch between incoming calls by using the Incoming Call Notification	Click anywhere on the Incoming Call Notification pop-up window for the incoming call (except on the mute ringer icon). This puts the active call on hold and allows you to answer the incoming call.

If you want to...	Then...
Display an overview of active calls	Click while a call is active to return to the main background screen, hiding the active call information. This gives you an overview of all active calls on each of your lines. This call is either the active call or, if all calls are on hold, the held call with the longest duration. Click again to return to the original view.
See all calls on a specific line	Click and immediately click the line button. Doing so shows call details but does not impact the call state. Use this when you are talking on one line and want to view held calls on another line.

Tips

- Only one call can be active at any given time; other connected calls are automatically placed on hold.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
- Calls of a similar type are grouped together in the call list. For example, calls that you have interacted with are grouped near the top, selected calls are grouped next, and calls that you have not yet answered are grouped last.

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Communicator to another number.

Note Enter the Call Forward All target number exactly as you would to dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Click **CFwdALL**, and enter a target phone number.
Cancel call forwarding on your primary line	Click **CFwdALL**.

If you want to...	Then...
Verify that call forwarding is enabled on your primary line	Look for icon above the primary phone number. Also, check that the status text near the bottom of the phone screen displays the call forwarding target number.
Set up or cancel call forwarding for any line	Log in to your User Options web pages, choose your Cisco IP Communicator from the device list, and navigate to the Line Settings Configuration page. You can set up or cancel call forwarding for each line on your Cisco IP Communicator. See the "Logging In to the User Options Web Pages" section on page 71. When call forwarding is enabled for any line other than the primary line, your Cisco IP Communicator does not provide you with any confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options pages.

Tips

- You can forward your calls to a traditional analog phone or to another IP phone, but your system administrator might restrict the call forwarding feature to numbers within your company.
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

Related Topics

- Answering a Call, page 31
- Transferring a Connected Call, page 35
- How to Handle Advanced Call Features, page 43

Using Do Not Disturb

You can use the Do Not Disturb (DND) feature to block incoming calls on your phone with a busy tone.

Note The DND feature is available only if Cisco IP Communicator is configured for SIP.

If you want to...	Then...
Enable DND	1. Click **Settings > Device Configuration > Call Preferences > Do Not Disturb**. 2. Select **Yes**, and then click **Save**. *Do Not Disturb* displays on the status line, and a DND softkey is added.
Disable DND	Press the DND softkey. OR 1. Click **Settings > Device Configuration > Call Preferences > Do Not Disturb**. 2. Select **No**, and then click **Save**. The DND softkey is removed.

Tips

- When DND is enabled:
  - The DND blocking feature applies to all the lines on your phone.
  - Incoming calls are not logged to the Missed Calls directory on your phone.
- When DND and Call Forward All are enabled on your phone, Call Forward All takes precedence on incoming calls. That is, calls are forwarded, and the caller does not hear a busy tone.
- If Call Forward Busy is set on your line, and you activate DND, callers are forwarded to the Call Forward Busy number. They do not hear a busy signal.
- If DND is disabled on your phone, contact your system administrator.

How to Make Conference Calls

Your Cisco IP Communicator allows you to join three or more people into one telephone conversation, creating a conference call.

- Supported Conference Call Types, page 40
- Starting and Joining a Standard Conference, page 41
- Starting or Joining a Meet-Me Conference Call, page 42

Supported Conference Call Types

These are the supported conference call types:

- Standard

  In standard (or *ad hoc*) conference calls, the conference organizer must call participants to add them to the conference. By using Cisco IP Communicator, you can create standard conference calls in different ways (depending on your needs and the configuration of Cisco IP Communicator):

  - **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
  - **Join**—Use this softkey to establish a standard conference among several calls already on one line.
  - **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This is an optional feature available only for shared lines, and your system administrator must configure it for you. See the "Using Busy Lamp Field to Determine a Line State" section on page 47.

- Meet-Me

  Meet-Me conferencing allows participants to join a conference by calling the conference number directly rather than waiting for the conference initiator to call them.

  - To start a Meet-Me conference, click the **MeetMe** softkey on your Cisco IP Communicator, and dial the Meet-Me phone number provided by your system administrator.
  - To participate in a Meet-Me conference, dial the Meet-Me phone number at a specified time. Conference participants hear a busy tone if they call into the conference before the conference initiator dials in. Once the conference initiator is dialed in, the Meet-Me conference is established and can continue even if the conference initiator disconnects.

  Meet-Me conferencing is a special feature that your system administrator must configure for you.

Related Topics

- Starting and Joining a Standard Conference, page 41
- Starting or Joining a Meet-Me Conference Call, page 42

Starting and Joining a Standard Conference

A standard conference allows at least three people to participate in a single call.

If you want to...	Then...
Start a standard conference call by calling participants	During a connected call, click **Confrn** to add another party to the call. (You might need to click the **more** softkey to see **Confrn**.) Enter the phone number of the conference participant. After the call connects and you have spoken to the conference participant, click **Confrn** again to add this party to your call. Repeat to add additional participants.
Invite current callers to join a standard conference	With two or more calls on a single line, scroll to highlight any call on the line, and click **Select**. Repeat this process for each call you want to add to the conference. From one of the selected calls, click **Join**. (You might need to click the **more** softkey to see **Join**.) Note that the active call is selected and automatically added to the conference.
Participate in a standard conference	Answer the phone when it rings. You do not need to do anything special to participate in a standard conference call.
Barge (add yourself to) a call on a shared line and turn the call into a standard conference call	Highlight a remote-in-use call on a shared line, and click **cBarge**. (You might need to click the **more** softkey to display **cBarge**.) Other parties on the call hear a barge tone. See the "Using Busy Lamp Field to Determine a Line State" section on page 47.
View a list of conference participants	Highlight an active conference, and click **ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, click **Update**.
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	Highlight the name of the participant at the top of the conference list, and click **Remove**. (The last participant is always listed at the top of the list.) Or, when not viewing the conference list, click **RmLstC**. You can remove participants only if you initiated the conference call.

If you want to...	Then...
Remove any conference participant	Highlight the name of the participant, and click **Remove**. You can remove participants only if you initiated the conference call.
End your participation in a standard conference	Hang up or click **EndCall**. If you did not initiate the conference call, hanging up does not disrupt the connection for the remaining parties. If you initiated the conference call, hanging up might end the conference (depending on how your system administrator configured your Cisco IP Communicator). To avoid this, transfer the conference to another caller before hanging up. That caller then acts as the *virtual controller* for the conference. A virtual controller cannot add or remove parties; however, the conference continues with the established participants.

Tips

- Calls must be on the same line before you can add them to a standard conference call. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- If you receive a *No Participant Info* error when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is automatically selected.

Related Topics

- Placing a Call, page 27
- Starting or Joining a Meet-Me Conference Call, page 42

Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows participants to join a conference by calling the conference number directly rather than waiting for the conference initiator to call them.

If you want to...	Then...
Establish a Meet-Me conference	Click **NewCall** or go off-hook. Click **MeetMe**, and dial the Meet-Me conference number. See your administrator for a list of valid numbers. Remember to inform participants about the conference number so that they can dial in. Participants hear a busy tone if they call the conference number before you dial in.
Participate in a Meet-Me conference	Dial the Meet-Me conference number provided by the conference initiator. You are connected to the conference only after the conference initiator dials in.
End a Meet-Me conference	Hang up or click **EndCall**.

Related Topics

- Placing a Call, page 27
- Starting and Joining a Standard Conference, page 41

How to Handle Advanced Call Features

Advanced call-handling tasks involve special (non-standard) features that your system administrator can configure for you to use on Cisco IP Communicator (depending on your call-handling needs and work environment). You do not have access to these features by default.

- Storing and Retrieving Parked Calls, page 43
- Making and Receiving Secure Calls, page 44
- Tracing Suspicious Calls, page 45
- Prioritizing Critical Calls, page 45
- Redirecting a Ringing Call to Cisco IP Communicator, page 46
- Calling Back a Busy Line When It Becomes Available, page 47
- Using Busy Lamp Field to Determine a Line State, page 47
- How to Use Shared Lines, page 48

Storing and Retrieving Parked Calls

You can *park* a call when you want to store the call so that you or someone else can retrieve it from another phone (for example, at the desk of a co-worker or in a conference room) on the call-processing system. Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call by using Call Park	During a call, click **Park** (you might need to click the **more** softkey first). This prompts Cisco IP Communicator to store the call. Note the call park number displayed on the phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Communicator or Cisco IP Phone in your network to connect to the call.

Note You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Related Topics

- How to Handle Most Calls, page 26
- Using Hold and Resume, page 34
- Transferring a Connected Call, page 35

Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, Cisco IP Communicator might support making and receiving secure calls.

Cisco IP Communicator is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Nonsecure* call—At least one of the participating phones or the connection does not support this security feature, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: Authenticated call If this icon does not display, the call is nonsecure.
Determine if secure calls can be made in your company	Contact your system administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on Cisco IP Communicator. For details, ask your system administrator.

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages. The call-processing system can then identify and register the source of this incoming call in the network.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Press **MCID**. Your phone plays a tone and displays the *MCID successful* message.

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add MLPP to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.

Want to view priority level of a call	Look for an MLPP icon on your phone screen: Priority call Medium priority (immediate) call High priority (flash) call Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement alerts you of the error.

Redirecting a Ringing Call to Cisco IP Communicator

Call PickUp allows you to redirect a call that is ringing on the phone of a co-worker to your Cisco IP Communicator so that you can answer it. Call PickUp is a special feature that your system administrator can configure for you depending on your call-handling needs and work environment. For example, you might use this feature if you share call-handling responsibilities with co-workers.

If you want to...	Then...
Answer a call that is ringing on another extension within your group	Click (an available line button) and **PickUp**. The call now rings on your line.
Answer a call that is ringing on another extension outside of your group	Click (an available line button) and **GPickUp**. Enter the call group pickup code number provided by your system administrator. The call now rings on your line.
Answer any call that is ringing, whether it is on another extension in your group or in an associated group	Click (an available line button) and **OPickUp**.

Tips

- To connect to the call that has been ringing for the longest time, press **PickUp** or **GPickUp**.
- To connect to the call in the pickup group with the highest priority, press **OPickUp**.

Related Topics

- Transferring a Connected Call, page 35

Calling Back a Busy Line When It Becomes Available

If a number that you call is busy or does not answer, you can set Cisco IP Communicator to notify you when the line becomes available. To set up the notification, call the number and click **CallBack** while listening to the busy tone or ring sound. Then, hang up.

When the extension becomes available, your phone provides an audio and visual alert. (The call back to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for your phone.

Tip CallBack fails if the other party has Call Forwarding enabled.

Using Busy Lamp Field to Determine a Line State

Depending on the configuration, you can use the Busy Lamp Field (BLF) feature to determine the state of a phone line associated with a speed-dial button, call log, or directory listing on your Cisco IP Communicator. You can place a call to this line regardless of the BLF status. This feature does not prevent dialing.

If you want to...	Then...
See the state of a speed-dial line	Look for one of these indicators next to the line number: + Line is in-use. + Line is idle. BLF indicator unavailable or not configured for this line.
See the state of a line listed in a call log or directory	Look for one of these indicators next to the line number: Line is in-use. Line is idle. BLF indicator unavailable for this line.

How to Use Shared Lines

Your system administrator might give you a *shared* line. Typically, a shared line has these uses:

- One person applies a shared line to multiple phones that he or she uses—For example, your shared line, extension 23456, applies to your Cisco IP Communicator and your desktop phone. In this case, an incoming call to extension 23456 rings your Cisco IP Communicator and your desktop phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings both your phone and the phone of your assistant. If your assistant answers, you can use a shared line feature called Barge to add yourself to the connected call. See the "Adding Yourself to a Shared-Line Call" section on page 48.

Your system administrator will tell you if you use a shared line. Shared line features, such as Barge, do not apply to standard, unshared lines.

Adding Yourself to a Shared-Line Call

If you use a shared line, you can use Barge to join an established conversation. When you use Barge, other parties on the call hear a beep tone announcing your presence. When you hang up, the remaining parties hear a disconnect tone, and the original call continues. Barge applies to shared lines only.

If you want to...	Then...
Add yourself to a call in-progress on a shared line	Select the call on the phone screen, and click **Barge**. (You might need to click the **more** softkey first.)
End a barge conference	Hang up.

Tips

- You will be disconnected from a call you have barged if the call is put on hold, transferred, or turned into a conference call.
- You cannot answer a second line while you are on a barged call.
- Click while a call is active to return to the main background screen. This shows you an overview of all active calls.

Related Topics

- How to Handle Most Calls, page 26
- Using Busy Lamp Field to Determine a Line State, page 47
- Preventing Others from Viewing or Barging a Shared-Line Call, page 49

Preventing Others from Viewing or Barging a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	1. Press **Private** . 2. To verify that Privacy is on, look for the feature-enabled icon next to an amber line button .
Allow others to view or barge calls on a shared line	1. Press **Private** . 2. To verify that Privacy is off, look for the feature-disabled icon next to an unlit line button .

Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers are not able to view or barge calls on any of your shared lines.

Related Topics

- How to Handle Most Calls, page 26
- Using Busy Lamp Field to Determine a Line State, page 47
- Adding Yourself to a Shared-Line Call, page 48

Customizing Settings on Cisco IP Communicator

- Where to Access Settings, page 50
- Adjusting the Volume for a Call, page 50
- Customizing Rings and Message Indicators, page 51
- Customizing the Phone Screen, page 52
- About Viewing and Customizing Preferences, page 53

Where to Access Settings

Here is some useful information to keep in mind about Cisco IP Communicator settings:

- Most settings are accessible by choosing **Preferences** from the menu. You access the menu from the menu icon in the window control button bar, by right-clicking anywhere on the interface, or by pressing Shift + F10. See the "About Viewing and Customizing Preferences" section on page 53.
- Ring sounds and background image settings are available from > **User Preferences**. See the "Customizing Rings and Message Indicators" section on page 51.
- Most settings are accessible on your IP Communicator, but a few are accessed online from your User Options web pages. See the "Logging In to the User Options Web Pages" section on page 71.

Note If is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.

Adjusting the Volume for a Call

If you want to...	Then...
Adjust the volume level during a call	Click , or click the **Page Up/Page Down** keys on your keyboard during a call or after invoking a dial tone. Click **Save** to preserve the new volume as the default level for the currently active audio mode. You can also adjust the volume level by using the computer volume controls or any volume controls that are available on the audio device. (See the Tips section for more information about this method.)
Adjust the volume level for the ringer	Click while Cisco IP Communicator is on-hook (no calls or dial tone active). The new ringer volume is automatically saved.

Tips

- You can adjust the volume only for the currently active audio mode. For example, if you increase the volume while using speakerphone mode, you have not affected the headset mode volume.
- If you adjust the volume without saving the change, the volume reverts to the previously saved level the next time you use that audio mode.
- If you adjust the volume on a selected audio device directly (for example, if you adjust the computer volume controls), the Check Audio Settings window might appear the next time you launch Cisco IP Communicator. See the "Using the Audio Tuning Wizard" section on page 6.

Customizing Rings and Message Indicators

You can customize the way Cisco IP Communicator indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2.

Note The options in the User Options web pages might vary. If you cannot locate a specific option, contact your system administrator.

If you want to...	Then...
Change the ring sound	Choose > **User Preferences > Rings**, and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring you want, click **Select** and **Save**. Click **Default** to reset the ring sound to the original default setting. For information about available ring tones, contact your system administrator.

If you want to...	Then...
Change the ring pattern (flash-only, ring once, beep-only, and so forth)	Log in to your User Options web pages, select your device, click **Line Settings**, and make selections from the Ring Settings section. See the "Logging In to the User Options Web Pages" section on page 71.
Change the way that the voice message indicator behaves	Log in to your User Options web pages, select your device, click **Line Settings**, and make changes to the Message Waiting Lamp section. Typically, the default policy is to always light the indicator when you receive a new voice message. Note the location of the message waiting indicator: • If you are using Default Mode (**right-click > Skins > Default Mode**), the indicator is the light strip on the left side of the interface. • If you are using Compact Mode (**right-click > Skins > Compact Mode**), the indicator is the blinking envelope icon beside the line button.

Related Topics

- Adjusting the Volume for a Call, page 50

Customizing the Phone Screen

If you want to...	Then...
Change the background image on the phone screen	Choose **> User Preferences > Background Images**. Click the button to the left of the image you want, click **Select**, and click **Preview** if you want to see how the background will look. Click **Exit** to return to the selection menu. Click **Save** to accept the image, or click **Cancel** to revert to the previously saved setting.
Change the language on your phone screen	Log in to your User Options web pages, and select your device. Choose **User Options > User Settings**, change the user locale information, and click **Save**.

Related Topics

- Logging In to the User Options Web Pages, page 71

About Viewing and Customizing Preferences

You can access most Cisco IP Communicator settings through the Preferences window (**right-click > Preferences**).

- User Settings, page 53
- Network Settings, page 54
- Audio Settings, page 55
- Directories Settings, page 60

User Settings

You can access the User tab on the Preferences window (**right-click > Preferences > User** tab).

Item	Description	For related information, see...
Enable Logging	When enabled, your system administrator can retrieve detailed Cisco IP Communicator logs for troubleshooting purposes. Your system administrator might ask you to enable this setting.	Troubleshooting Cisco IP Communicator, page 78
Hide on Minimize	When you enable this feature and minimize the application, Cisco IP Communicator does *not* appear as a taskbar button but appears in the system icon tray. Double-click the icon in the system tray to restore the application.	Placing a Call, page 27
Bring to Front on Active Call	When enabled, the application appears on top of all other applications when an incoming call is received. If disabled, the application does not appear on the top when an incoming call is received. The only indication of the incoming call is the ringer sound and the notification pop-up window.	Answering a Call, page 31
Hide Incoming Call Notification	When enabled, the Incoming Call Notification no longer pops up when you receive a call.	Answering a Call, page 31

Related Topics

- Network Settings, page 54
- Audio Settings, page 55
- Directories Settings, page 60

Network Settings

You can access the Network tab on the Preferences window (**right-click > Preferences > Network** tab).

Caution Changing these settings could cause your phone to become inoperable. Do not change the settings without consulting your system administrator.

Item	Description	For related information, see...
Use Network Adapter to Generate Device Name	This setting, which is established immediately after installation, allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, you do not need to change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, your system administrator will tell you which adapter to choose.	Configuring and Registering Cisco IP Communicator, page 7
Use this Device Name	This setting allows you to enter a free-form device name by which Cisco IP Communicator can identify itself to the network. Your system administrator will provide you with the device name.	Configuring and Registering Cisco IP Communicator, page 7
TFTP Servers area	Allows you to specify TFTP servers or to return to using the default TFTP server. Your system administrator will tell you if you need to modify this setting.	Configuring and Registering Cisco IP Communicator, page 7

Related Topics

- Audio Settings, page 55
- Directories Settings, page 60

Audio Settings

You can access the Audio tab on the Preferences window (**right-click > Preferences > Audio** tab).

Item	Description	For related information, see...
Devices for Audio Modes area	Allows you to assign a device to an audio mode. The drop-down list displays your currently available audio devices, which you installed before launching Cisco IP Communicator. For information about the **Default Windows Audio Device** setting, see the "Selecting an Audio Mode" section on page 56.	• Installing Audio Devices Before First Launch, page 3 • How to Assign Audio Modes, page 56 • Using Headsets and Other Audio Devices with Cisco IP Communicator, page 61
Device for Ringer area	Allows you to assign a device to the ringer.	Installing Audio Devices Before First Launch, page 3
Optimize for Low Bandwidth	If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality might suffer from insufficient bandwidth. When you are using Cisco IP Communicator over a remote connection, you can prevent robotic-sounding audio and other problems by enabling Optimize for Low Bandwidth.	• Troubleshooting Cisco IP Communicator, page 78
Network button	Opens the Network Audio Settings window.	Network Audio Settings, page 59
Advanced button	Opens the Advanced Audio Settings window.	Advanced Audio Settings, page 59

Related Topics

- How to Assign Audio Modes, page 56
- Network Audio Settings, page 59
- Advanced Audio Settings, page 59

How to Assign Audio Modes

You must assign an audio mode to each audio device that you plan to use with Cisco IP Communicator:

- Headset mode
- Speakerphone mode
- Handset mode
- Ringer mode

Audio mode selection tells Cisco IP Communicator which audio devices you want to use for audio input and output.

The first time that you launch Cisco IP Communicator, you can assign audio devices to audio modes by using the Audio Tuning Wizard. Subsequently, you can assign audio devices to modes by right-clicking Cisco IP Communicator and choosing **Preferences > Audio** tab.

For a description of analog and USB audio devices, see the "Installing Audio Devices Before First Launch" section on page 3.

Related Topics

- Selecting an Audio Mode, page 56
- Activating an Audio Mode, page 57
- About Audio Devices in Audio Drop-Down Lists, page 58

Selecting an Audio Mode

By default, Cisco IP Communicator selects one audio device for all of your audio modes and for the ringer. This device could be a sound card, for example. If you have multiple audio devices available, you have additional configuration options. For example, if you have a USB headset, you can select it for headset mode and activate it by clicking .

You can maintain the default configuration or customize it. If you choose to customize the configuration, follow these recommendations:

- If you use a USB headset, assign it to headset mode.
- If you use an external USB speakerphone, assign it to speakerphone mode.
- If you use a USB handset, assign it to handset mode.
- If you use an analog headset, assign the computer sound card to headset mode.
- If you do not have an external speakerphone device, select the computer sound card for speakerphone mode.
- Assign the ringer to the device that you want to alert you when you receive a call. Be aware, however, that if you assign the ringer to a sound card and plug an analog headset into your computer, you cannot hear the ringer unless you are wearing the headset.

Tip You can use the sound playback and the sound recording settings in the Windows Control Panel (**Sounds and Multimedia > Audio** tab or **Sounds and Audio Devices > Audio** tab for Windows XP) as the audio devices in Cisco IP Communicator. In the Cisco IP Communicator Preferences window (**right-click > Preferences > Audio** tab), choose **Default Windows Audio Device** from the drop-down list for one or more settings. and click **OK**. Use this method if you want one device for sound playback and a different device (such as the VT camera microphone) for sound recording.

Related Topics

- Activating an Audio Mode, page 57
- About Audio Devices in Audio Drop-Down Lists, page 58

Activating an Audio Mode

If you want to...	Then...
Activate headset mode	Click . Doing this activates the device you selected for this mode. See the "Using a Headset" section on page 61. If you want headset mode to be the default mode instead, click and **EndCall**. Headset mode acts as the default audio mode as long as remains lit (unless you have a USB handset enabled).
Activate speakerphone mode	Click . Doing this activates the device you selected for this mode. See the "Using Your Computer as a Speakerphone" section on page 63. By default, speakerphone mode is activated when you click softkeys, line buttons, and speed-dial buttons (unless you have a USB handset enabled).
Activate handset mode	Go off-hook with your USB handset (assuming this device is available and assigned to handset mode). The method you use to take a USB handset off-hook depends on how the handset is designed. You might need to press a hook-switch or an *on* button. See the "Using a USB Handset" section on page 64.
Activate the ringer	The ringer becomes active when you receive an incoming call.

Related Topics

- Selecting an Audio Mode, page 56
- About Audio Devices in Audio Drop-Down Lists, page 58

About Audio Devices in Audio Drop-Down Lists

Audio drop-down lists on the Audio tab (**right-click > Preferences > Audio** tab) contain one or more audio devices. Here is some information about what you might see in these lists:

- If you have only one audio device installed when Cisco IP Communicator launches, you see one audio device in each list.
- Not all installed audio devices appear in the audio mode lists. The devices that *do* appear are the devices that require drivers (meaning USB handsets, USB headsets, and sound cards).
- Analog audio devices, which plug into the audio jacks on your computer, do *not* appear in your audio drop-down lists. Cisco IP Communicator does not distinguish between analog audio devices and your sound card. To select an analog device, select your sound card. (See the "Installing Audio Devices Before First Launch" section on page 3 if you need help installing or identifying analog audio devices.)
- If you do not see an installed USB audio device or sound card in the list, make sure the device is inserted and relaunch Cisco IP Communicator. Cisco IP Communicator recognizes only the audio devices that are installed and plugged in when the application launches. (See the "Installing Audio Devices Before First Launch" section on page 3 if you need help installing or identifying USB audio devices.)

Note If the Windows OS finds audio devices and *Default Windows Audio Device* is displayed in the drop-down list, see the "Selecting an Audio Mode" section on page 56.

Related Topics

- Using the Audio Tuning Wizard, page 6
- About Viewing and Customizing Preferences, page 53
- Removing and Re-Installing Audio Devices, page 65

Network Audio Settings

You can access the Network Audio settings on the Preferences window (**right-click > Preferences > Audio** tab **> Network** button).

Caution Changing these settings could cause your phone to become inoperable. Do not change the settings without consulting your system administrator.

Item	Description
Audio IP Address area	The default setting for this area is **Detect Automatically**. Do not change this setting unless asked to do so by your system administrator.
Audio Port Range area	The default setting for this area is **Use the Default Port Range**. Do not change this setting unless asked to do so by your system administrator.

Related Topics

- Audio Settings, page 55
- Advanced Audio Settings, page 59
- Troubleshooting Cisco IP Communicator, page 78

Advanced Audio Settings

You can access the Advanced Audio settings on the Preferences window (**right-click > Preferences > Audio** tab **> Advanced** button).

Item	Description	For related information, see...
Mode	Selects the audio mode (speakerphone, headset, or handset) to which to apply changes.	• How to Assign Audio Modes, page 56 • Using Headsets and Other Audio Devices with Cisco IP Communicator, page 61
Noise Suppression Enabled	Attempts to suppress background noise that is picked up by the microphone and that interferes with your voice. Noise suppression is enabled by default.	Troubleshooting Cisco IP Communicator, page 78

Item	Description	For related information, see...
Levels of Aggressiveness	Sets the noise suppression strength. The Least setting is the default. You should increase the aggressiveness level to the next setting if you are speaking and the other party complains that background noise is making it difficult for them to hear you. Do not skip levels; for example, move from Least to Medium or from Medium to Most. Try to select the least aggressive mode to reduce or eliminate the noise. **Note** When you change the aggressiveness level, you might change the way your voice is transmitted. It might sound tinny or mechanical to the other party.	Troubleshooting Cisco IP Communicator, page 78
OK button	Saves all changes made (including those made to modes not currently selected).	How to Assign Audio Modes, page 56
Apply to All button	Applies the settings for the currently selected audio mode to all of the other audio modes.	How to Assign Audio Modes, page 56

Related Topics

- Audio Settings, page 55
- Network Audio Settings, page 59

Directories Settings

You can access the Directories tab on the Preferences window (**right-click > Preferences > Directories** tab).

Before you can use the Quick Search feature to search corporate directories, you might need to enter a username and password in the Directories window. First, try using Quick Search without entering this information. If Quick Search does not respond, obtain your Directories username and password from your system administrator and enter them here.

Additionally, you must specify your Directories username and password in this window if you want to use Quick Search to search your Personal Address Book.

Related Topics

- Using the Quick Search Feature, page 69
- Entering Password Information for Quick Search, page 70

Using Headsets and Other Audio Devices with Cisco IP Communicator

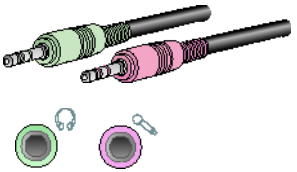
This chapter describes how to use audio devices such as a handset, headset, and the computer speaker and microphone with the audio modes for Cisco IP Communicator (handset mode, headset mode, and speakerphone mode).

- Using a Headset, page 61
- Using Your Computer as a Speakerphone, page 63
- Using a USB Handset, page 64
- Removing and Re-Installing Audio Devices, page 65
- Obtaining Audio Devices, page 66

Using a Headset

You can use a USB headset or an analog headset with Cisco IP Communicator.

- A USB headset has a flat, rectangular plug that connects to a USB port on your computer.
- An analog headset has rounded plugs that connect to the computer audio jacks.



Analog headsets work with the computer sound card and do not require device drivers.

This table describes how to use a headset to place and receive calls.

If you want to...	Then...
Use a headset to place and receive calls	Make sure that is activated (lit) to indicate that Cisco IP Communicator is operating in headset mode. You can toggle headset mode on and off by clicking or by entering the keyboard shortcut **Ctrl + H**. If you use a headset as your primary audio device, you might want to keep lit even after you end a call by clicking **EndCall** instead of to hang up. When is not lit, Cisco IP Communicator uses speakerphone mode as the default audio mode. Cisco IP Communicator responds to softkeys, speed-dial buttons, and other features by routing audio through the active mode. You can use a headset with all of the controls on Cisco IP Communicator, including and . **Note** An analog headset works in speakerphone mode, but you should use it in headset mode to improve audio quality.
Use an analog headset as your only audio device	Follow the guidelines described in the previous row. Be aware that the ringer is audible only through your headset speakers when the headset is plugged in to your computer. You must be wearing your headset to hear the phone ring.
Use AutoAnswer with a headset	Keep activated (lit) by clicking **EndCall** to hang up. (Click first, if necessary). When is lit, Cisco IP Communicator operates in headset mode.
Switch to a headset during a call	Click or enter the keyboard shortcut **Ctrl + H**. If you were using a USB handset before switching, you can turn it off or hang it up.

Tip AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator automatically answers phone calls and routes them through speakerphone mode or headset mode depending on your configuration.

Related Topics

- How to Handle Most Calls, page 26
- How to Assign Audio Modes, page 56
- Using Your Computer as a Speakerphone, page 63

Using Your Computer as a Speakerphone

You can use the sound card on the computer to place and receive calls in speakerphone mode.

If you want to...	Then...
Use your computer like a speakerphone to place and answer calls	Make sure that is lit so that Cisco IP Communicator operates in speakerphone mode. Unlike other modes, speakerphone mode provides echo suppression. You can toggle speakerphone mode on and off by clicking or by entering the keyboard shortcut **Ctrl + P**. By default, speakerphone mode is active. This means that many of the actions you take to place or answer a call (such as using a speed-dial button or a softkey) automatically trigger speakerphone mode. **Note** If you have an analog headset plugged in to the computer, you cannot hear audio through the computer speakers in speakerphone mode.
Switch to the speakerphone during a call	Click or the keyboard shortcut **Ctrl + P**. If you were using a handset before switching, turn it off or hang it up.
Use the computer speaker as a ringer to alert you to incoming calls	Make sure that your sound card is assigned to the ringer mode and that you have not muted the computer speaker. If you plug an analog headset into your computer, the ringer is audible only from the headset speakers.
Use AutoAnswer with speakerphone mode	Click or to place, answer, and end calls, to open and close lines, and to switch from other audio devices to speakerphone mode. Because speakerphone mode is active by default, you do not need to keep the corresponding button lit as you do for headset mode.

Tip AutoAnswer is a special feature that your system administrator might enable for you if you receive a high volume of incoming calls or handle calls on behalf of others. When AutoAnswer is enabled, Cisco IP Communicator automatically answers phone calls and routes them through speakerphone mode or headset mode depending on your configuration.

Related Topics

- How to Handle Most Calls, page 26
- How to Assign Audio Modes, page 56
- Using a Headset, page 61
- Using a USB Handset, page 64

Using a USB Handset

Note You should assign a USB handset to handset mode. This configuration allows Cisco IP Communicator to recognize if the handset is on-hook or off- hook, enabling you to end a call by hanging up the USB handset, for example. For more information about this assignment, see the "How to Assign Audio Modes" section on page 56.

If you want to...	Then...
Place or end a call with the handset	Enable or disable the USB handset. Many handsets have a hook-switch or on/off button. Lift or enable the handset to take it off-hook. You can use a USB handset with all of the controls on Cisco IP Communicator, including and .
Switch to the handset during a call	Lift (or otherwise enable) the handset.

Related Topics

- Installing Audio Devices Before First Launch, page 3
- How to Handle Most Calls, page 26
- Using a Headset, page 61
- Using Your Computer as a Speakerphone, page 63
- Removing and Re-Installing Audio Devices, page 65

Removing and Re-Installing Audio Devices

If you use Cisco IP Communicator on a laptop, you might find that you often remove and re-install audio devices as you travel between locations. The following table provides information about re-installing an audio device when you are ready to use it again.

If you want to...	Then...
Re-install a previously tuned USB handset, USB headset, or sound card	1. Install the audio device (for example, plug in the USB handset) when Cisco IP Communicator is not running. 2. Launch Cisco IP Communicator. 3. Select and, if necessary, tune the device. You can manually access the Audio Tuning Wizard through Cisco IP Communicator (**right-click > Preferences > Audio** tab). 4. If necessary, assign the device to the desired audio modes. See the "How to Assign Audio Modes" section on page 56.
Install a new device while the application is running and use it as the audio device for Cisco IP Communicator	1. **Right-click > Preference > Audio** tab, and select the device from the drop-down list for an audio mode. 2. Click **OK**. 3. Tune the device when the Audio Tuning Wizard automatically launches.
Set a specific device to be used in the next call	1. Make sure Cisco IP Communicator is running. 2. Configure it to use the default Windows device (**right-click > Preferences > Audio** tab, and select **Default Windows Audio Device**). 3. Connect a new device and set it as the default Windows audio device from the Windows Control Panel. 4. Manually launch the Audio Tuning Wizard (**right-click > Audio Tuning Wizard**) to tune this device before using it. If you do not tune the device and you restart the application, the Audio Tuning Wizard automatically launches so that you can tune this device, and Cisco IP Communicator uses this device in the next call.

Tips

- Each time that you launch, Cisco IP Communicator checks to see if the audio device that you used during your previous session is present. If the device is not found, Cisco IP Communicator prompts you to connect it.
- If you install an audio device that requires device drivers (a USB handset, USB headset, or a sound card) *after* launching, Cisco IP Communicator does not recognize the device until you relaunch the application. The Audio Tuning Wizard automatically launches so that you can tune the device.
- If you are using Cisco IP Communicator over a remote connection, establish VPN connectivity before launching Cisco IP Communicator.

Related Topics

- Installing Audio Devices Before First Launch, page 3
- Using the Audio Tuning Wizard, page 6
- Removing and Re-Installing Audio Devices, page 65

Obtaining Audio Devices

Your system administrator might supply you with audio devices. If you plan to purchase them, ask your system administrator for the most up-to-date list of supported devices.

Using Voice Messaging, Call Logs, and Directories on Cisco IP Communicator

- Accessing Voice Messages, page 67
- Using Call Logs and Directories, page 68
- Using the Quick Search Feature, page 69
- Entering Password Information for Quick Search, page 70

Accessing Voice Messages

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about this service, see the documentation that came with it. The following table provides a general overview of voice message service features.

If you want to...	Then...
Set up and personalize your voice message service	Click and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.
See if you have a new voice message	Look at your IP Communicator for these indicators: • A steady red light on the default skin. • A flashing envelope icon and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	Click . Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your phone screen.
Send a call to your voice message system	Click **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers hear your voice message greeting and can leave you a message.

Using Call Logs and Directories

Your Cisco IP Communicator maintains logs of your missed, placed, and received calls. You can use the Directories button to access these records. You can also access a corporate directory (if available).

If you want to...	Then...
View your call logs	Choose > **Missed Calls**, **Received Calls**, or **Placed Calls**. Each log can store up to 100 records. To obtain information about the call, select a record, and press **Details** (if available).
Dial from a call log	Choose a listing and go off-hook. If you need to edit the number displayed in the record (to add or to remove a prefix, for example), press **EditDial** followed by **<<** or **>>** to erase digits or to move the cursor. If you want to dial from a call log while on an active call, scroll to a call record, and click **Dial** or press the **Enter** key on your keyboard. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.) • **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** after dialing to complete the action.) • **End Call**—Disconnects the first call and dials the second.
Erase your call logs	Choose , and press **Clear**. Doing so erases your Missed, Received, and Placed call logs. In the Missed, Received, or Placed call logs, press **Clear** (if available) to clear only that directory. In the Missed, Received, or Placed call logs, select an entry, and press **Delete** to delete a single record.
Dial from a corporate directory	Choose > **Corporate Directory** (exact name can vary). Search for a listing by entering letters with your keyboard. (You can search using a partial name.) To dial from a listing, click it and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing and click **Dial**. Then choose a menu item to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.) • **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** after dialing to complete the action.) • **End Call**—Disconnects the first call and dials the second.

Using the Quick Search Feature

Quick Search allows you to search one or more directories with a single search command. These directories can include multiple corporate directories and your personal address book depending on how your system administrator configured the Quick Search feature.

Note Quick Search of the Personal Address Book is not supported in all Cisco Unified CallManager releases. Ask your system administrator if this feature is available to you.

To access Quick Search, right-click Cisco IP Communicator, and choose **Quick Search** or enter the keyboard shortcut (**Alt + K**).

In the Quick Search window, enter a name or extension number, and click **Quick Dial** or **Search**:

- **Quick Dial**—Automatically dials when the search yields one match. (You still need to click the **Dial** softkey to place the call). If the search yields multiple matches, Quick Dial displays them.
- **Search**—Displays search results without automatically dialing a number.

Note Only those phone numbers entered in the Work field in the PAB are displayed in Quick Search results. Home and mobile phone numbers are not displayed.

To place a call from search results, click a listing in the Quick Search window, and click **Dial**.

Related Topics

- Entering Password Information for Quick Search, page 70

Entering Password Information for Quick Search

Depending on how you want to use Quick Search, you might need to enter credential information, (username and password) as described in this table.

If you want to...	Then...
Search a corporate directory	If you do not use the Personal Address Book service and will use Quick Search to look up co-workers in the corporate directory only, you might not need to complete any configuration. Test this by choosing **Quick Search** from the right-click menu or by entering **Alt + K**: • If Quick Search opens, no configuration is necessary on your part. • If Quick Search does not open, enter a username and password (**right-click > Preferences > Directories** tab). Ask your system administrator to provide you with the values to enter.
Search your Personal Address Book	If you use the Personal Address Book (PAB) service, Quick Search can look for matches in your PAB first and in your corporate directory second. Before Quick Search accesses your PAB, these conditions must be met: • Your system administrator must configure Quick Search to integrate with personal directories. • You must subscribe to the PAB service (**right-click > Cisco User Options**). • You must enter your Directories username and password (**right-click > Preferences > Directories** tab).
Use an alternate search method	If you want to use an alternate search method instead of using Quick Search, try these: • To search corporate directories, choose **> Corporate Directory** (exact name might vary). • To search your Personal Address Book, choose **> PAB Service** (exact name might vary). Enter search information, and click **Search**.

Related Topics

- Handling Calls with Cisco IP Communicator, page 26
- Customizing Settings on Cisco IP Communicator, page 50
- Using Call Logs and Directories, page 68
- Logging In to the User Options Web Pages, page 71

Customizing Phone Services for Cisco IP Communicator

Because your Cisco IP Communicator is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible through a web browser on your computer.

You can establish phone services and control features from your computer by using the User Options web pages. Once you configure features and services on the web pages, you can access them on your phone. For example, you can set up speed-dial buttons from your web pages and then access them on your phone.

For details about the features you can configure and the phone services to which you can subscribe, see the *Customizing Your Cisco Unified IP Phone on the Web* at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

This chapter describes how to access your User Options web pages and how to subscribe to phone services.

- Logging In to the User Options Web Pages, page 71
- Subscribing to Phone Services, page 72
- Using Cisco WebDialer, page 74
- Setting Up Speed-Dial Buttons, page 75

Note For some tasks in this section, you will interact with the Cisco Unified Communications Manager call-processing server, formerly known as Cisco Unified CallManager.

Logging In to the User Options Web Pages

Procedure

Step 1 Click the Menu button (or right-click Cisco IP Communicator), and choose **Cisco User Options**.

Step 2 Enter the user ID and default password provided by your system administrator.

The next steps you take depend on the call-processing server release with which your Cisco IP Communicator interacts. For Release 5.x and later, go to Step 3. For Release 4.x, go to Step 4.

Step 3 **For Cisco Unified Communications Manager Release 5.x and later:**

a. From the general menu, choose **User Options > Device**.

b. Select the device name that corresponds to Cisco IP Communicator.

c. After you make your selection, use the buttons at the bottom of the window to access settings appropriate for your device.

d. When finished, click **Log Off** to exit.

Step 4 **For Cisco Unified Communications Manager Release 4.x:**

a. From the general menu, select your device type from the Select a Device drop-down list.

b. After you make your selection, a context-sensitive menu appears with options appropriate for your device type. (If you do not see your device type listed, see your system administrator.)

c. When finished, click **Log Off** to exit.

Tip

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.

Related Topics

- Subscribing to Phone Services, page 72
- Using Cisco WebDialer, page 74
- Setting Up Speed-Dial Buttons, page 75

Subscribing to Phone Services

Before you can access subscription phone services on your Cisco IP Communicator, you need to subscribe to them from the User Options web pages. (See the "Logging In to the User Options Web Pages" section on page 71 if you need help logging in.)

Services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Your system administrator determines the services that are available to you.

See the table for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	**Cisco Unified Communications Manager Release 5.x and later** From the Device Configuration page, click **Phone Services**. On the Find and List IP Phone Services page, click **Add New**. From the Available Services drop-down list, select a service, and click **Next**. Follow the prompts to complete. Click **Save**. **Cisco Unified Communications Manager Release 4.x** From the main menu, choose **Configure your Cisco IP Phone Services**. From the Available Services drop-down list, select a service, and click **Continue**. Enter more information upon request (such as a zip code or PIN), and click **Subscribe**.
Change or end subscriptions	**Cisco Unified Communications Manager Release 5.x and later** From the Device Configuration page, click **Phone Services**. On the Find and List IP Phone Services page, click the check box corresponding to a service, and click **Delete Selected**. **Cisco Unified Communications Manager Release 4.x** From the main menu, choose **Configure your Cisco IP Phone Services**. Click a service in the Your Subscribed Services panel. Click **Update** after making changes, or click **Unsubscribe**.
Add a service to a programmable button	**Cisco Unified Communications Manager Release 5.x and later** After subscribing to a service, click **Service URL**. For each available button, select a service from the drop-down list and enter a text description. Click **Save** after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone. **Cisco Unified Communications Manager Release 4.x** After subscribing to a service, choose **Add/Update your Service URL Buttons** from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click **Update** after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone.
Access a service on Cisco IP Communicator	Click on Cisco IP Communicator. Doing so allows you to use services that you have subscribed to or that your system administrator has assigned to you.
Learn how to use phone services	See *Customizing Your Cisco Unified IP Phone on the Web*: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Using Cisco WebDialer

Cisco WebDialer allows you to make calls to directory contacts in Cisco IP Communicator by clicking items in a web browser. Your system administrator must configure this feature for you.

.

If you want to...	Then...
Use WebDialer with your User Options directory	1. Log into your User Options web pages. See the "Logging In to the User Options Web Pages" section on page 71. 2. Choose **User Options > Directory**, and search for a co-worker. 3. Click the number that you want to dial. 4. If this is your first time using WebDialer, set up preferences, and click **Submit**. See the last row in this table for details. 5. If the Make Call page appears, click **Dial**. See the last row in this table to learn how to suppress this page in the future, if desired. The call is now placed on your phone. 6. To end a call, click **Hangup** or hang up from your phone.
Use WebDialer with another online corporate directory (not your User Options directory)	1. Log into a WebDialer-enabled corporate directory and search for a co-worker. 2. Click the number that you want to dial. 3. When prompted, enter your user ID and password. 4. If this is your first time using WebDialer, set up preferences and **Submit**. See the last row in this table for details. 5. If the Make Call page appears, click **Dial**. See the last row in to learn how to suppress this page in the future, if desired. The call is now placed on your phone. 6. To end a call, click **Hangup** or hang up from your phone.

If you want to...	Then...
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.
Set up, view, or change WebDialer preferences	Access the Preferences page. The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial.) To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page. The Preferences page contains these options: • **Preferred Language**—Determines the language used for WebDialer settings and prompts. • **Use Permanent Device**—Identifies the Cisco Unified IP Phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. To display the host name on your phone, choose **Network Configuration > Host Name**. • **Use Extension Mobility**—If selected, prompts WebDialer to use the Cisco Unified IP Phone that is associated with your Extension Mobility profile (if available). • **Do Not Display Call Confirmation**—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

Setting Up Speed-Dial Buttons

Speed-dial features allow you to click a button or enter an index code to place a call.

You can set up speed dialing for your phone in these ways:

- Speed dialing with a button—You can assign a speed-dial number to any available programmable button on Cisco IP Communicator that has not already been configured as a line, feature, or service button.
- Speed dialing with an index code—By using the Abbreviated Dialing feature, you can enter an assigned index number (1 to 99) rather than dialing the entire phone number.

Set up both types of speed-dial features from your User Options web pages as described in the table.

If you want to...	Then...
Add speed-dial numbers to phone buttons	**Cisco Unified Communications Manager Release 5.x and later** Log in to your User Options web pages, select your device, and click **Speed Dials**. In the Speed Dial Settings section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary. The label you enter appears next to the speed-dial button on your phone screen. **Cisco Unified Communications Manager Release 4.x** Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings on Phone** section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk. For example, enter an access code such as 9 or the area code, if necessary. The label you enter appears next to the speed-dial button on your phone screen.
Add speed-dial numbers to use with Abbreviated Dialing	**Cisco Unified Communications Manager Release 5.x and later** Log in to your User Options web pages, select your device, and click **Speed Dials**. In the Abbreviated Dial Settings section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary. **Cisco Unified Communications Manager Release 4.x** Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings Not Associated with a Phone Button** section, enter a phone number and label for each available speed-dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.
Remove a speed-dial number	Delete the phone number and label from either of the speed-dial web pages.

Tips

- For details on making calls by using either speed-dial feature, see the "Placing a Call" section on page 27.
- Your system administrator can assign speed-dial buttons to your Cisco IP Communicator and restrict the number of speed-dial buttons that you can configure.

Related Topics

- How to Handle Most Calls, page 26
- Logging In to the User Options Web Pages, page 71

Troubleshooting Cisco IP Communicator

This chapter provides troubleshooting information for common Cisco IP Communicator issues.

- General Troubleshooting Issues, page 78
- Voice Quality Issues, page 81
- Using the Quality Reporting Tool to Troubleshoot Performance Problems, page 85
- Enabling Detailed Logs, page 85
- Capturing Information About Problems, page 86

General Troubleshooting Issues

The next table can help you troubleshoot general issues you might experience. with Cisco IP Communicator.

Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP or Windows Vista users.)

If...	Then try this...	For more information, see...
After first launch, no extension number appears, and the status line area shows *Registering*	Make sure that you chose a TFTP server, if necessary. Your system administrator should provide you with the TFTP address if one is needed. If you are a remote user, make sure to establish network connectivity before you launch Cisco IP Communicator.	• Configuring and Registering Cisco IP Communicator, page 7 • Network Settings, page 54
After launching, Cisco IP Communicator cannot locate your network adapter and asks you to re-insert it	Replace the missing network interface device, if possible. (For example, replace a wireless card or a USB Ethernet adapter.) If you first launched Cisco IP Communicator on a laptop that was connected to a docking station, try docking to see if this fixes the problem. If so, ask your system administrator to help you configure your device name so that Cisco IP Communicator works without the docking station attached. If you have permanently removed or disabled your selected network adapter, coordinate with your system administrator before selecting a new adapter.	• Configuring and Registering Cisco IP Communicator, page 7 • Network Settings, page 54
Your audio device does not show up in an audio mode drop-down menu	If the device is a USB handset, USB headset, or sound card, make sure that the device is properly installed and relaunch Cisco IP Communicator. (Devices installed after launching are not recognized until the next launch.) If the device is an analog device, it does not appear in the audio mode list because analog devices are extensions of your sound card. Choose your sound card instead. If you want one device for sound playback and a different device (such as the VT camera microphone) for sound recording, in Cisco IP Communicator, **right-click > Preferences > Audio** tab. Choose **Default Windows Audio Device** from the drop-down list for one or more settings. and click **OK**.	• Installing Audio Devices Before First Launch, page 3 • How to Assign Audio Modes, page 56 • Selecting an Audio Mode, page 56 • Removing and Re-Installing Audio Devices, page 65

If...	Then try this...	For more information, see...
After launching, Cisco IP Communicator shows no extension number or the wrong extension number	Contact you system administrator for assistance. You might have selected the wrong network adapter. If you have multiple adapters and are prompted to choose one immediately after installing Cisco IP Communicator, choose the adapter that is most likely to provide permanent connectivity or is always enabled—even if it is not plugged in. Your system administrator can tell you which adapter to choose. The network adapter setting allows Cisco IP Communicator to identify itself to the network; it is not used for audio transmission. For this reason, do not change this setting once it is established unless you are permanently removing or disabling the selected network adapter. In this case, coordinate with your system administrator before selecting a new adapter.	• Configuring and Registering Cisco IP Communicator, page 7 • Network Settings, page 54
When you invoke Quick Search, nothing happens	Choose **right-click > Preferences > Directories** tab, and enter the username and password that your system administrator provides to you.	• Directories Settings, page 60 • Using the Quick Search Feature, page 69
Your phone ringer is not audible or is hard to hear	Adjust your ringer volume by clicking when no calls are active. If you use a USB handset, do not select it to serve as your ringer. In general, you should choose your sound card for the ringer. If your sound card is selected for ringer mode and a headset is plugged in to the audio jacks on your computer, you must be wearing your analog headset to hear the ringer.	• Installing Audio Devices Before First Launch, page 3 • How to Assign Audio Modes, page 56

Related Topics

- Using the Audio Tuning Wizard, page 6
- Where to Access Settings, page 50
- Voice Quality Issues, page 81

Voice Quality Issues

The next table can help you troubleshoot voice quality issues you might experience with Cisco IP Communicator.

Note If you are using Cisco IP Communicator on a computer that is running Microsoft Windows 2000, you cannot use the Audio Tuning Wizard to tune the microphone level of an audio device that is currently active. Choose a time when you are not on a call and when the audio device is not in use by another application to tune it. (Not an issue for Windows XP or Windows Vista users.)

Before You Begin

Read the following information before you use the troubleshooting table.

- If the problem is related to volume, first try adjusting the volume by clicking on Cisco IP Communicator.
- Try to determine if the source of the problem lies with your Cisco IP Communicator or with the remote phone by calling additional parties. If you suspect that the problem lies with the other phone, adjust the volume on Cisco IP Communicator, but avoid modifying settings through the Audio Tuning Wizard because these modifications might not be broadly applicable.
- Your system administrator might ask you to enable logging to capture detailed information for troubleshooting purposes. For configuration steps, see the "Enabling Detailed Logs" section on page 85.

If you are having trouble with volume levels, follow these guidelines:

- In the Audio Tuning Wizard, adjust the master volume slider first. Because this setting affects all applications that play sound, test the setting against other applications (such as Microsoft Windows Media Player and RealPlayer) to ensure that volume levels are appropriate.
- In the Audio Tuning Wizard, adjust the wave volume slider to a comfortable level for phone calls after adjusting the master volume.
- If you have changed the volume settings from Microsoft Windows, run the Audio Tuning Wizard again (according to these guidelines) to retune the master and wave volume settings.

If...	Then try this...
The other party sounds too loud	• Try adjusting the volume by clicking . • Launch the Audio Tuning Wizard, and adjust the speaker volume for the current audio device.
The other party reports that you sound too loud	• Move the microphone boom slightly away from your mouth and toward your chin if you are using a headset. • If the problem persists, launch the Audio Tuning Wizard and decrease the microphone volume for the current audio device. • If you still sound too loud to the other party, disable the Microphone Boost feature, if it is enabled for that device, from the Audio Tuning Wizard.
The other party sounds too quiet	• Try adjusting the volume by clicking . • Launch the Audio Tuning Wizard, and adjust the speaker volume for the current audio device.
The other party reports that you sound too quiet	• If you are using a headset, make sure that Cisco IP Communicator is operating in headset mode and not in speakerphone mode. Headset mode is operating if is lit. If it is unlit, click it. • Make sure that the microphone boom is positioned correctly if you are using a headset. • If the problem persists, launch the Audio Tuning Wizard, and increase the microphone volume for the current audio device. Before you tune an audio device that has its own volume adjustor, such as a USB headset with volume controls on the wire, increase the device volume level to the highest setting. • If you still sound too quiet, enable the Microphone Boost feature for the audio device from the Audio Tuning Wizard.
The other party sounds muffled	• If you are using Cisco IP Communicator remotely, enable Optimize for Low Bandwidth (**right-click > Preferences > Audio** tab). See the "Audio Settings" section on page 55. • If you are not using Cisco IP Communicator over a remote connection, disable the low-bandwidth option. • Ask the other party to decrease his or her microphone volume, if possible.
The other party reports that you sound muffled	• Launch the Audio Tuning Wizard, and adjust the microphone volume for the current audio device. • If you are not using Cisco IP Communicator over a remote connection, disable the low-bandwidth option.
The other party sounds distant or unnatural	If you are using a headset, make sure that Cisco IP Communicator is operating in headset mode and not in speakerphone mode. (The button should be lit.)

If...	Then try this...
The other party reports that you sound distant or unnatural	Enable Optimize for Low Bandwidth (**right-click > Preferences > Audio** tab). See the "Audio Settings" section on page 55.
The voice of the other party is disrupted by unintended silences or sounds jittery	• Close any unnecessary applications. Be aware that launching applications and performing network-intensive tasks such as sending e-mail might affect audio quality. • Verify that you are not on speakerphone. • Try choosing a different audio setting through **Preferences > Audio** tab **> Advanced** button. • If you are using Cisco IP Communicator over a remote connection (for example, on a VPN connection from home or a hotel), voice quality is probably suffering from insufficient bandwidth. Enable the Optimize for Low Bandwidth feature (**right-click > Preferences > Audio** tab. • Verify that your sound cards and audio drivers are correctly installed. **Note** You might hear occasional pops, clicks, or broken audio when the network is experiencing congestion or data traffic problems.
Background noise is making it difficult to hear the voice of the speaker	Ask the speaker to: • Move to a quieter location. • Enable noise suppression or increase the noise suppression aggressiveness level (**right-click > Preferences > Audio** tab **> Advanced** button). Noise suppression is applied to the microphone (input device) to prevent the transmission of noise to the remote end. If in a conference call, ask other participants to mute their phones if they are not speaking.

If...	Then try this...
You hear echo	• Ask the other party to decrease their microphone or speaker volume, if possible. • If the other party is using Cisco IP Communicator as a speakerphone, ask him or her to make sure that the button is lit. • Make sure that your sound card is not feeding back audio from the speaker to the microphone. Follow these steps: 1. Adjust the volume (**Control Panel > Sounds and Multimedia > Audio** tab). 2. Click the Sound Playback **Volume** button. 3. Choose **Options > Properties > Playback**, and make sure that all the check boxes in the lower part of the window are selected, and click **OK**. 4. In the Volume Control window, make sure that **Mute** is selected for the Microphone column. Some sound devices have multiple microphone inputs (for example, internal and external) that can pick up sound from the speaker device and introduce feedback.
The other party hears echo	• Launch the Audio Tuning Wizard, and reduce the microphone volume for the current audio device. Make sure that Microphone Boost is disabled. Then, confirm the new volume setting by calling another party. • If you are using your computer as a speakerphone, keep the button lit. • As a last resort, change your audio device. • If you are using a laptop with no headset or handset, all three modes are mapped to the sound card, which causes all three modes to act like speakerphones. Put the device in speakerphone mode .
The other party cannot hear you at all (but you can hear him/her)	• Make sure that you have not enabled Mute from controls on the headset wire or on the USB handset. • Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer. • Make sure that no other application (such as a sound recorder or another software-based phone) is using your microphone.
The other party can hear you, but you cannot hear any audio	• Make sure that your speaker and microphone plugs are inserted into the correct audio jacks on your computer. • Check the volume and mute settings of the system sound devices through the Control Panel. • Check the volume setting of Cisco IP Communicator (both the and the Audio Tuning Wizard).

If...	Then try this...
Simultaneous speaking fails	Make sure that you are using a full-duplex sound card.
You cannot hear any audio, not even a dial tone	• If you are using a docking station and your audio device is plugged into it, make sure that your computer is connected to the docking station. • Try restarting Cisco IP Communicator.

Using the Quality Reporting Tool to Troubleshoot Performance Problems

Your system administrator might temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can click **QRT** (you might first have to click **more** several times to display the **QRT** softkey) to submit information to your system administrator. Depending on the configuration, use the QRT in one of these ways:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Your system administrator also might ask you to capture information (detailed logs) to help troubleshoot a problem.

Related Topics

- Using the Audio Tuning Wizard, page 6
- Where to Access Settings, page 50
- General Troubleshooting Issues, page 78
- Capturing Information About Problems, page 86

Enabling Detailed Logs

If you are experiencing problems using Cisco IP Communicator and your administrator tells you to do so, enable detailed logging (**right-click > Preferences > User** tab and check **Enable Logging**).

Note Your setting remains until you change it, even after you restart. Detailed logging might impair performance so you should disable it as soon as you no longer need it. Uncheck **Enable Logging** to disable this feature.

Related Topics

- Capturing Information About Problems, page 86

Capturing Information About Problems

If Cisco IP Communicator should unexpectedly close, the Problem Reporting Tool automatically launches and captures relevant data for troubleshooting purposes. Use this procedure to send the report to your system administrator.

Step 1 Follow the instructions in the Problem Reporting Tool to describe the problem. Make sure to include this information:

- A description of the problem.
- An explanation of what you were doing at the time the problem occurred.
- Which audio device was in use at the time.
- Any other details that might have affected the situation.

Step 2 Look on your desktop for a file named *CIPC-ProblemReportxxx.zip*, where *xxx* is a number.

Step 3 E-mail this file to your system administrator along with this information:

If you experience other problems and the problem report is not automatically generated, your system administrator might request log files. Unlike the QRT (which reports what the problem is), these logs provide detailed information that help troubleshoot the problem. Use this procedure to collect these files:

Step 1 Enable detailed logging (**right-click > Preferences > User** tab, and check **Enable Logging**).

Step 2 Attempt to reproduce the problem. If you are unable to reproduce the problem, the logs will not have detailed information.

Step 3 Create the report by choosing **Start > All Programs > Cisco IP Communicator > Create CIPC Problem Report**.

Step 4 Follow the instructions you see to describe the problem. Make sure to include this information:

- A description of the problem.
- An explanation of what you were doing at the time the problem occurred.
- Which audio device was in use at the time.
- Any other details that might have affected the situation.

Step 5 Before you click Finish, note the name of the file that has been created on your desktop.

Step 6 E-mail this file to your system administrator.

Tip Through the Audio Tuning Wizard, you can launch the Problem Reporting Tool to report audio issues. Click the top left corner of the Audio Tuning Wizard title bar, and choose **Troubleshooting Info**. A pop-up message asks you if you want to launch the Problem Reporting Tool.

Related Topics

- Using the Quality Reporting Tool to Troubleshoot Performance Problems, page 85
- Enabling Detailed Logs, page 85

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OL-10863-01